

1st Cavalry Division

*Family Readiness*

# HANDBOOK



Fort Hood, Texas

2001

### **FAMILY PHONE GUIDE**

(Use this to record important information about your spouse and his unit. You can use this while he or she is deployed. These people can and will help you, or help you find someone who can.)

Spouse's social security number: \_\_\_\_\_

#### **Unit Information**

Battery/Company: \_\_\_\_\_

Battalion: \_\_\_\_\_

Brigade or Brigade Combat Team: \_\_\_\_\_

#### **Chain of Concern Information**

Family support group contact name: \_\_\_\_\_

Phone number: \_\_\_\_\_

Rear Detachment Commander's name: \_\_\_\_\_

Phone number: \_\_\_\_\_

Chaplain serving the unit or rear detachment: \_\_\_\_\_

Phone number: \_\_\_\_\_

#### **Chain of Command**

Company commander's name: \_\_\_\_\_

Phone number: \_\_\_\_\_

Platoon leader's name: \_\_\_\_\_

Phone number: \_\_\_\_\_

Platoon sergeant's name: \_\_\_\_\_

Phone number: \_\_\_\_\_

# **THE MILITARY FAMILY'S GUIDE TO DEPLOYMENT**

## **FOREWORD**

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This handbook is a comprehensive guide designed to assist military families in preparing for deployments. It contains a base document designed to take a military family member through the phases of predeployment, deployment, and reunion. It describes potential problems and solutions encountered throughout each phase as well as some of the civilian and military agencies available to provide support. The base document is followed by a section that further clarifies Fort Hood agencies and organizations specifically designed to assist families in need. The next section is a pre-deployment checklist for soldiers and their families to complete together, before the day comes when the soldier is called to leave home for an extended period of time. A phone directory immediately follows the support agency matrix to provide easy access to Fort Hood and surrounding community resources. The next section is a glossary of Army acronyms, which may be helpful in defining the unusual language the military community uses on a daily basis. The last section contains flowcharts which provides you a clear tool for working through the complicated army administrative systems.

# THE MILITARY FAMILY'S GUIDE TO DEPLOYMENT

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# THE MILITARY FAMILY'S GUIDE TO DEPLOYMENT

## GENERAL

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Being a military family affords pride in serving one's country as well as providing many rich and new experiences; yet, military families do experience problems related to their unique lifestyle.

Pressures and frustrations often result from:

- Lengthy separations or deployments.
- Single parenting during spouse's absence.
- Separation from friends and families.
- A strained military budget.
- Constant adjustment to varying duty schedules.
- Career changes at retirement.

Military Families can encounter problems from time to time.

Pressures can become so great that many areas of life are affected.

The military provides a number of agencies to assist families to cope with the stresses unique to their lifestyles.

**Asking for help is not a sign of weakness!** It shows that you are concerned about your family and are willing to take actions to solve your problems.

## WHAT IS A DEPLOYMENT ?

Deployment is the movement of a unit from this installation to an exercise area or to the site of an actual mission for:

- Short term training.
- Extended temporary duty (TDY) of 4 to 6 months.
- Peace Keeping
- Peace Support
- War.

## THE FAMILY READINESS GROUP

The Family Readiness Group (FRG) Program includes two phases, sustainment and deployment.

The sustainment phase is critical in developing the concept of family support and for building communication networks and providing information and education to all the groups' members. Family Readiness activities are aimed at developing a sense of community and partnership between the unit's families and the unit itself.

During a deployment, a crisis, or an emergency, the FRG provides critical information flow and support. The purpose of the FRG is to enable a unit's family members to establish and operate a system through which they can effectively:

- Gather information.
- Solve problems.
- Maintain a system of mutual support.

The Family Readiness Group Program has the potential to reduce stress and be the means through which a commander is made aware of a situation or problem. The FRG does greatly assist in reaching a solution, or more importantly, preventing the problem in the first place. As a result, the FRG has a significant impact on the unit's readiness.

The goals of the Family Readiness Group are:

- Integration of all family members into the unit family and support system.
- Reduce social isolation.
- Provide close personal support.
- Assist in gathering and disseminating information and identifying resources.
- Facilitate and establish a sense of community.
- Enhance a feeling of belonging, control, self-reliance, and self-esteem.

The success of a Family Readiness Group is dependent on family member interaction with each other and with the military unit commander on a regular basis. This interaction creates the network that identifies and helps solve family member concerns and issues effectively and in a personal manner. Through involvement in managing a Family Readiness Group and interaction within a unit community, family members actually become a more important integral part of that unit's activities.

Family members should be given the opportunity to:

- Belong to the unit Family Readiness Group.
- Make significant contributions.
- Fill significant and satisfying roles within their community.
- Be a Family Readiness Group Leader.

Family Readiness Groups will not:

- Become surrogate parents.
- Become social workers.
- Lend money, cars, or expensive items.
- Be a baby-sitting service.
- Duplicate on-post activities (ACS, Red Cross, etc.).

## **CHAIN OF CONCERN**

The "Chain of Concern" is organized to maintain an effective and reliable communication and support network that extends to all unit family members. There's no best way to structure this network. Wide variations may exist in the structure for each battalion and company. The organization should reflect the unique characteristics of the unit and community in which they exist.

**Battalion Level:** usually the highest level of management. Representatives organize into management, steering, and functional committees to provide support, plan activities, address concerns, and maintain liaison with community activities and higher headquarters to support the family circles.

**Company Level:** company representatives to organize into a management circle to coordinate activities and manage communication and support for company-level family support activities.

**Platoon/Squad:** which has the unit divided into support circles based on squad/platoons or neighborhoods. Each support circle is centered on a contact person.

Your spouse's unit can provide additional information on the Chain of Concern. It is important to remember that this program will not work without the support and involvement of the unit's family members.

Please be sure your contact person has an accurate phone number and address for you. Keep your contact person's name and telephone number posted near your telephone. You may wish to use the information sheet in the front of this handbook.

## **REAR DETACHMENT**

The rear detachment consists of unit military members that remain at Fort Hood during deployment.

They are responsible for the remaining personnel and equipment and for assistance to families of deployed soldiers.

The rear detachment personnel:

- Coordinate with on-post and off-post agencies to meet families' needs.
- Work with the unit's FRG to plan briefings and share information.
- Communicate with the deployed unit.
- Facilitate mail to the deployed soldiers.
- Distribute Leave and Earnings Statements (LEs).

During deployment, keep your FRG and rear detachment informed of any address/phone changes. If you go out of town, please tell them a telephone number where you can be reached. If you are leaving your child or children with a friend, you need a special power of attorney. See Legal, p. 20.

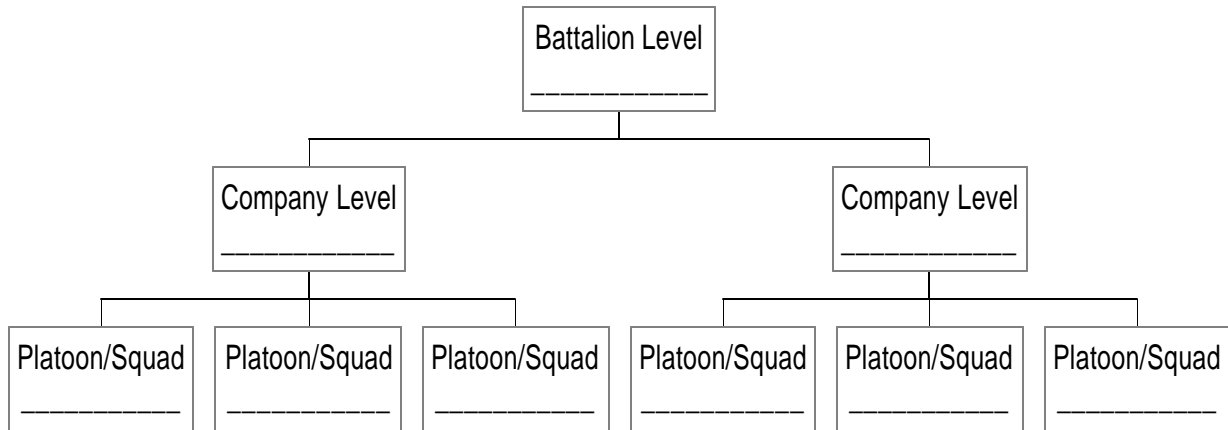
## UNACCOMPANIED TOUR

Your spouse may be assigned to a location for an extended period of time and not allowed to move family members.

Adapting to this major separation is accomplished by

- Attending outbound briefings with your spouse for important information.
- Participate in your unit's existing Family Readiness Group.
- Continuing to rely on you spouses previous unit for military support.

## Chain of Concern





## **PREPARATION FOR DEPLOYMENT**

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Resolve family problems before the separation; otherwise, they will be worse at the reunion.

Express your feelings and encourage others to do the same (“I love you”, “I’ll miss you”, and “I’m frightened”).

Recognize that anger is OK, but don’t take it out on your spouse or your children.

Plan a family activity or a special family time without distractions.

Work through the “Family Member Checklist”(see pages 32 – 37) to cut down on potential household management problems.

Set personal goals to meet during the deployment.

Attend the unit predeployment briefing.

## **HELPING CHILDREN COPE WITH PARENT’S ABSENCE**

Spend time explaining at the child’s level-Why? Where? With Whom? How long will the parent be gone?

Sit down with the whole family and talk about feelings, what will happen when the parent is gone, and how it will be different when the parent returns.

Let children share their feelings about previous deployments

The departing parent should spend time individually with each child-just the two of them.

Take a picture of each child with the parent.

Consider enrolling youth in activities, or more activities than before; scouts, bowling, arts and crafts classes, youth sports, tours, etc., are all good choices.

## **DUAL PARENT DEPLOYMENT**

Families with both parents in the military must carefully plan for their children.

- You must have your approved Family Care Plan.
- Give the person caring for your children a power of attorney (POA) for medical care.
- Make financial arrangements for all the extra child-related expenses.
- Make sure the rear detachment commander has easy access to your Family Care Plan, documents, and so forth.

## STAGES OF SEPARATION

There is no denying that the military lifestyle, especially unexpected deployments, can disrupt the family unit.

As soldiers prepare to deploy and leave, military families experience:

- Denial or shock--disbelief and numbness.
- Anger--frustration with separation demands; feeling guilty about spouse's departure; and resentment of military, spouse, and job.
- Guilt--for not saying or doing more before deployment, or children may feel they caused the departure.
- Depression--intense sadness, fatigue, loss of appetite, and withdrawal from routine.
- Acceptance--realize and accept the situation, resolve to continue on positively, confidence in handling day-to-day living, awareness of increase in self-esteem, and personal abilities

NOTE: Knowing these feelings are normal and can help families cope.

These stages normally occur in the order above; however, setbacks to previous stages can be triggered by a number of causes.

Individual situations and types of deployment can influence the intensity and duration of each stage.

## HOW TO MANAGE SEPARATION

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Take good care of your self. Stay safe.

Make sure you eat right.

Shop and cook for nutrition.

Get enough rest.

Make time for physical exercise--walk daily, join an aerobics class, jog, bowl, etc.

Treat yourself to a special outing--dinner, a movie, a shopping trip, or a night out. You deserve it!

Don't go on spending binges, or run up a large phone bill.

Help manage stress by setting aside time to do something that you enjoy every day.

Avoid trying to do everything yourself.

Take advantage of military community support. Call people in your FRG when you need to talk.

Contact family, friends, neighbors, and spouses of other deployed soldiers whenever you need practical or emotional support.

Set goals.

Get involved in:

- An activity.
- A hobby.
- A project.
- Church.
- Volunteering.

Talk about your feelings, doubts, and fears with a trusted friend, neighbor, co-worker, or other spouses.

NOTE: Seek professional help if you feel overwhelmed by your emotions, or if you suspect that someone in the family is having emotional problems.

## KEEPING IN TOUCH

Help encourage a feeling of togetherness in the family during deployment by keeping the lines of communication open.

Possibilities include:

- Letters, which are:
  - Inexpensive.
  - Allow you to think about what you would like to share.
  - “Personalized” for individual family members.

NOTE: Share feelings directly, write as if writing a journal or diary, express affection and appreciation, answer and ask questions, and be honest (share how you managed the bad news).

- E-mail - Inexpensive and fast. (not secure as letter mail) **If available.**
- Phone calls are more direct and personal, although they can be inconvenient and expensive (always know the cost of each call so you can budget.)
- VTC – video teleconferencing allows live interaction between the soldier and family member. **If available.**
- Pictures (including photographs and artwork by children) can be:
  - Easily carried.
  - Proudly displayed.
  - Looked at often, helping family members remember each other.
- Tape recordings and videocassettes offer realism and can be played regularly, although they require special equipment.
- NOTE: Hearing voices can make the absent one seem more real, closer and interested. Let children make a tape.
- Calendar tag, this involves sending a small fold-over calendar back and forth in letters so the deployed parent and child can take turns marking off the days.

## SAFETY AND SECURITY

Do not make it public knowledge that your spouse has been deployed.

Tell children to do the same.

Discuss what they should say on the phone.

Keep emergency telephone numbers close to the phone at all times.

Contact the police, rear detachment, or MPs for additional suggestions or at the first sign of suspicious activity.

Seek help when you need it!

Know your neighbors (you may need their help on an emergency basis).

The Fort Hood Military Police (MP) Crime Prevention Section:

- Is the POC for anyone wishing information concerning the security of your home while your spouse is deployed.
- Can give your on post home a security check at any time, including times when you are away.

For information on this type of assistance call 287-4754 and ask for a Crime Prevention Officer.



## **CHILDREN AND SEPARATION**

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Children experience the same psychological patterns as their parents, due to their own feelings of loss and their awareness of the overall emotional situation.

Children often test parents to see if they will bend more when the spouse is gone, particularly at the time of departure and again at the time of return.

Some spouses overcompensate for their mate's absence by becoming permissive or overprotective with their children.

Rules, once iron clad, now change.

Some decisions are harder to make alone.

Children need stability.

Look at it this way, if one of the two most important people in your life were constantly coming and going, here 2 weeks, gone 4 to 8 months, home 2 days, wouldn't your security be shaken a little? Imagine what it does to children.

Insecurity, loss of status, and change in routine all add up to two complex emotions: hurt and anger, which are usually directed towards the returning parent.

Children express their feelings in different ways, and their outward behavior is not always a good reflection of what is going on emotionally.

Some children cover up their true feelings, others are more open.

## **IDEAS FOR MANAGING CHILDREN**

Dealing with all these problems requires the honest expression of feelings in the family.

Even if there are no apparent conflicts, the following are recommended to make the separation easier:

- Talk about feelings, all feelings are OK.
- Keep busy during the separation.
- Maintain the same rules for the children; they need the stability of unbroken routines.
- Encourage letter writing/sending:
  - Pictures.
  - Artwork.
  - School work.

- Absent parents need to write separate letters to each child, each needs direct communication.
- Plan special outings regularly for something to look forward to.
- Keep in touch with teachers and other youth leaders to work together on changed behaviors or developing problems.
- Contact Youth Programs about youth support groups, where children talk with and support each other.

## **CHILD CARE**

The on-post Child Development Centers (CDCs) maintain a regular schedule during deployment and field exercises. Childcare (10 hours per month for one child and a maximum of 20 hours per month for two or more children) for E-1 through E-4 is free, if children are registered through CDS for this program.

- CDC Full-day/Part-day Care/Hourly, Ft Hood Center only.
- **Registration/Information and Referral** **287-8029.**
- Comanche Child Development Center 287-4848.
- Clear Creek Child Development Center 288-5222.
- Fort Hood Child Development Center 287-6037.

## **BABY-SITTING LIST**

Child Development Services (CDS) provides a list of certified baby-sitters.

Children must be registered with CDS.

Contact CDS Central Registration, Building 133, at 287-8029.

## **EMERGENCY FAMILY CHILD CARE**

Army Community Service (ACS) maintains a Crisis Parent File in coordination with CDS.

\*Short-term care (1 to 7 days) may be requested by contacting the Family Advocacy Program Manager at:

ACS 288-2943 or 287-3726, CDS Central Registration at 287-8029, or Family Child Care at 288-3190.

\*After duty, weekends, and holidays call 287-2520/2506 (III Corps Operations Center).



## **CHILD ABUSE AND NEGLECT**

The additional stress on a parent, when the soldier is not available to help with children, can mount to the breaking point quickly. Don't get to the point where you abuse or neglect your children. Seek help.

Report suspected cases of child abuse or neglect to the proper agency.

In Texas, and on Fort Hood, failure to report abuse or neglect is a punishable crime.

### **On -post assistance**

- Darnall Army Community Hospital (DACH) 288-8302
- Military Police 287-2176/7/8
- Chaplains 287-HELP
- Family Advocacy Program (FAP) Manager 288-2273
- Child Abuse and Neglect 287-5437

### **Off-post assistance**

- Texas Hotline 1-800-252-5400
- Texas Department of Protective and Regulatory Services:
- Killeen 526-9011

## **CHILD ABUSE AND NEGLECT PREVENTION**

Steps to take before child abuse occurs:

- Make contact with other spouses to share concerns and experiences.
- Participate in social outings.
- Develop a chain of concern within unit before deployment.
- Visit the Lane Volunteer Center, which offers many types of classes.
- Take "time away from kids" while soldier is deployed.
- Free baby-sitting for junior enlisted families at CDC.
- Family members should share their time and talents with the many organizations on Ft Hood that need volunteers.
- Mothers Day Out Program.

To find out about volunteer opportunities, call 287-VOLS.

## WHEN THE MEDIA CALLS

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The families of deployed soldiers may find themselves approached by local and national news media representatives for interviews. PAO telephone number is 287-9402.

Here are some tips for coping:

- Know your rights.
  - It is your choice whether or not you speak to reporters.
  - If you do choose to speak, remember it is your right to stop at any time.
  - A public affairs representative must accompany Media personnel on-post.
- Know the role and purpose of the American press.
  - They are doing a job vital to democracy.
  - Understand that it is not harassment when they call you at home or stop you at the supermarket asking for an interview (only when they persist after having been told “no” does it become harassment).
- Know who will hear you.
  - Even family members might have information useful to opposing forces.
  - Thanks to technology, the enemy can have access to what you say the moment you say it.
  - On the other hand, when you are enthusiastic about your spouse’s mission, your response can build morale and show American resolve.
- Know your limits.
  - It is best not to talk about anything in which you do not have first hand knowledge.
  - There is nothing wrong with saying “I don’t know” in response to questions to which you have no answer.
  - Do not speculate.
  - If your spouse calls home with information about the unit’s return or with news about how the mission is going, remember to keep it to yourself.
  - Combat and training exercises spawn rumors, and some of what they tell you could be:
    - Sensitive.
    - Wrong, or subject to change.

Remember, whatever you say on camera may be on national or international TV today.

## **FAMILY CONCERNS**

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### **MAIL**

Mail will be delivered to deployed soldiers during the deployment.

They will have the opportunity to mail letters to you.

Family members are encouraged to write often.

Letters from home boost morale and assurance of the family's welfare.

Use any post office or the unit's mail room to mail letters to your spouse.

Address letters correctly.

Your unit will provide you with the mailing address of your spouse prior to each deployment.

### **MAIL RELEASE**

Mail addressed to deployed soldiers can be picked up at the unit mailroom when:

- The soldier fills out a written release.
- The soldier or family member delivers it to the unit mailroom.

Ordinary mail that is not restricted in delivery can be picked up by any family member with a valid identification (ID)card.

### **TRANSPORTATION**

A bus runs daily from 0700 to 1700 and will take military personnel and dependents from the on-post housing areas and make stops at Darnall Army Community Hospital, the Clear Creek P/X and Commissary, and the Warrior Way P/X and Commissary. For more information on times and routes, call 287-2154.

## HOUSING PROBLEMS

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Problem	Off-post	On-post
Landlord	287-6443	287-4055
Contract	287-6443	287-4055
Repairs	287-6443	287-4055

## POSSIBLE EVICTION

When landlords threaten to evict:

- Talk to the landlord.
- Explain the situation.
- Ask if he or she is willing to wait for the rent, and offer a partial payment.
- Seek counseling from your Rear Detachment Commander

Eviction protection may be available under the Soldier's and Sailors' Civil Relief Act, as amended in 1990.

## LEASES

Call the Legal Assistance Office for appointments to answer questions concerning leases.

Breaking a lease:

- Before "breaking" a lease or entering into a new lease, soldiers and family members should seek legal advice from the Legal Assistance Division, Office of the Staff Judge Advocate.

Termination notices:

- Notice should always be in writing.
- The majority of leases require a 30-day written notice of intent to vacate premises.

Security deposits

Texas law requires that within 30 days after you vacate the premises, the landlord must do one of the following:

- Return your security deposit if you leave the premises in good order, without damage, and provide a forwarding address; or give a written notice of deduction from your security deposit.

## **MILITARY CLAUSES**

- Any written lease that you sign should contain a military clause.
- A military clause permits you to move pursuant to orders without incurring liability for the entire period remaining on the lease.
- generally, military clauses only apply to permanent change of station (PCS) or
- expiration term of service (ETS) moves not to temporary duty stations.

## **HOUSE**

- Before spouses leave, family members need to know the location and use of :
  - Fuse or switch box including the type of fuses required.
  - Control valve to shut off the water and gas in an emergency.

## FINANCES

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### FINANCIAL MANAGEMENT COUNSELING

This program helps soldiers and families design a basic budget.

Soldiers can either be seen as self-referrals or command directed referrals. Remember to contact your Battalion Financial Management Specialist at Battalion Headquarters.

Services are related to the following areas of interest and concern:

- Personal Finance.
- Money Management.
- Financial Planning.
- Housing.
  
- Consumer Economic Area:
  - Decision Making.
  - Resource Management.
  
- Insurance:
  - General Principles.
  - Types of insurance.
  - Determining Insurance Needs.
  
- Credit:
  - Credit Cards.
  - Consumer Loans.
  - Collection Process.
  - Credit Bureau.
  - Over-indebtedness and bankruptcy (legal assistance).
  
- Counseling:
  - Support Groups.
  - Referral Agencies.

Appointments can be made by calling 287-8979.

## **FINANCE OFFICE**

Finance and Accounting Office (FAO) provides information concerning a soldier's pay to the rear detachment. If a problem arises, such as a non-deposit of funds at the bank, contact the rear detachment commander.

In planning a budget, remember that separate rations will be taken from the soldier's pay for the time of deployment.

## **FINANCIAL DIFFICULTIES**

If financial difficulties arise while spouses are away, contact the rear detachment so the soldier can be contacted.

## **FINANCIAL SUPPORT FOR SPOUSES**

Ways of providing financial support to spouses during deployment are:

- Send paycheck to financial institution. Soldiers should establish a joint checking or savings "direct deposit" account that is maintained by the spouse.
- Beware, due to distance and difficulty of communication, a check overdraft may occur if both soldier and spouse write checks drawn on the same account.
- Therefore, the soldier should consider opening a separate checking account in addition to the joint account.
- The soldier may elect to start an allotment to the separate checking account or have the spouse make monthly deposits to the account.
- Send an allotment to the spouse.
- Ensure the allotment covers all the expenses necessary to run a household.
- Send check to the home address.

NOTE: Family members may not receive any financial assistance if the soldier plans to send money orders back home.

Direct questions concerning military pay to the Financial Assistance Office serving the rear detachment.

## **BAS AND SEPARATE RATIONS**

Basic allowance for subsistence (BAS) and separate rations are terminated for the period of deployment. Soldier's pay is decreased accordingly.

## **SEPARATION ALLOWANCE**

If deployed or TDY for more than 30 days, a soldier with qualified dependents receives a daily separation allowance. Upon his return, the soldier applies for separation allowance through the unit Personnel and Administration Center (PAC).

In the case of an actual wartime deployment, separation allowance will be started during the soldier's deployment.

**BAQ**

Basic allowance for quarters (BAQ) is not terminated if soldier is deployed.

**FAMILY MEMBERS' FINANCE INFORMATION**

Family members:

- Can contact the rear detachment for information on pay.
- Cannot obtain casual pay.
- Can go to Army Emergency Relief (AER) or Red Cross for assistance if problems arise.

**FOREIGN DUTY PAY**

All enlisted soldiers deployed to an area that qualifies as Foreign Duty receive Foreign Duty Pay according to their rank.

**DANGER PAY / HOSTILE FIRE**

All soldiers deployed to areas that have been declared as imminent danger or hostile fire zone qualify for danger pay.



## LEGAL ASSISTANCE

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All 1st Cavalry Division units may obtain legal assistance by calling 287-6060.

### POWERS OF ATTORNEY

Powers of Attorney (POA) are prepared free of charge, on post, through the Staff Judge Advocate's Office.

A General Power of Attorney authorizes the individual designated to take almost any action the person giving the POA could take. The following is an example of a Voluntary Appointment of Guardian Power of Attorney.

#### **SPECIAL POWER OF ATTORNEY Voluntary Appointment of Guardian**

This is a MILITARY POWER OF ATTORNEY prepared pursuant to Title 10, United States Code, 1044b, and executed by a person authorized to receive legal assistance from the military services. Federal law exempts this power of attorney from any requirement of form, substance, formality, or recording that is prescribed for powers of attorney by the laws of a state, the District of Columbia, or a territory, commonwealth, or possession of the United States. Federal law specifies that this power of attorney shall be given the same legal effect as a power of attorney prepared and executed in accordance with the laws of the jurisdiction where it is presented.

KNOW ALL PERSONS BY THESE PRESENTS, that I, «NAME», Social Security Number «SSN», of the state of «STATE\_OF», do make, constitute, and appoint «APPOINT», whose present address is «PRESENTLY\_OF», my temporary true and lawful attorney-in-fact and as temporary Guardian of my children to do the following acts or things in my name and in my behalf:

To act in loco parentis for the hereinafter named child(ren), to perform any and all acts as fully to all intents and purposes as I might or could if personally present, to authorize and provide for their care, maintenance, well being, discipline, education, and health, included but not limited to, authorizing any and all medical care and treatment regardless of whether on an emergency basis, or for routine care, including any and all major surgery deemed necessary by a duly licensed staff physician at any military or civilian hospital, whether within or without the territorial limits of the United States; to register my said child(ren) in school, and to grant or to withhold, as my said attorney shall deem appropriate, permission to participate in school activities

«CHILDREN»

GIVING AND GRANTING individually unto my said attorney full power and authority to do and perform all and any act, deed, matter and thing whatsoever in and about any of the aforementioned specified particulars as fully and effectually to all intents and purposes as I might and could do in my own person if personally present; and ;in addition thereto, I do hereby ratify and confirm each of the acts of my aforesaid attorneys lawfully done pursuant to the authority herein above conferred.

I hereby give and grant unto my attorney full power and authority to do and perform each and every act and matter concerning my estate, property and affairs as fully and effectually to all intents and purposes as I could do legally if I were present.

I hereby authorize my attorney to indemnify and hold harmless any third party who accepts and acts under or in accordance with this power of attorney.

I intend for this to be a DURABLE Power of Attorney. This Power of Attorney will continue to effective if I become disabled, incapacitated, or incompetent.

I direct my attorney-in-fact to seek legal counsel in order to determine the existence of legal requirements, such as required filing or placement of notices, which may affect the validity of this document.

I HEREBY RATIFY all that my attorney shall lawfully do or cause to be done by this document.

This Power of Attorney shall become effective when I sign and execute it below. Further, unless sooner revoked or terminated by me, this Power of Attorney shall become NULL and VOID on «EXPIRATION»

I SPECIFICALLY DIRECT THAT THIS POWER OF ATTORNEY shall not terminate on disability or incapacity of the principal.

In the event of my death I wish to revoke this document or at anytime I desire.

IN WITNESS WHEREOF, I sign, seal, declare, publish, make and constitute this as and for my Power of Attorney in the presence of the Notary Public witnessing it at my request this date, «TODAYS\_DATE».

\_\_\_\_\_  
«NAME»

\_\_\_\_\_  
WITNESS

\_\_\_\_\_  
WITNESS

STATE OF TEXAS  
COUNTY OF BELL

I, the undersigned, certify that I am a duly commissioned, qualified, and authorized notary public. Before me personally, within the territorial limits of my warrant of authority, appeared «NAME», who is known by me to be the person who is described herein, whose name is subscribed to, and who signed this Power of Attorney as Grantor, and who, having been duly sworn, acknowledged that this instrument was executed after its contents were read and duly explained, and that such execution was a free and voluntary act and deed for the uses and purposes herein set forth.

IN WITNESS WHEREOF, I have hereunto set my hand and affix my official seal on this «TODAYS\_DATE».

\_\_\_\_\_  
NOTARY PUBLIC

My Commission Expires: \_\_\_\_\_

There is no requirement for businesses or individuals to honor the POA.

## WILLS

Wills are highly recommended and are prepared free of charge in the Legal Assistance Office. Wills are a good idea for all family members.

## IDENTIFICATION CARDS

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The military I.D. card (DD Form 1172, The Uniformed Services Identification and Privilege Card) is the holder's passport to military services across any military installation. Therefore, this document is potentially the most important item a soldier or military family member possesses.

Replacement of a family member's lost, stolen, expired, or mutilated I.D. card requires verification of family member status with the spouse's personnel records.

Verification of family member status and the issue of an I.D. card are both accomplished at the 1st Cavalry Division Headquarters, 15th Personnel Services Battalion (PSB), I.D. card section, located on the first floor at the main entrance. The phone number is 288-5188.

The spouse must bring a copy of the following:

- Marriage license.
- A picture I.D. (driver's license, passport, or someone with a military I.D. card who can identify the spouse).
- Child's birth certificate if applying for an I.D. card for the child.
- A general power of attorney.

If required documentation is not available for verification, a temporary I.D. card may be issued. Temporary I.D. cards is valid for 30 days and is issued on a case-by-case basis.



## **MEDICAL**

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There are a variety of medical resources in the Fort Hood area to include excellent on-post and off-post services. Your first choice for routine medical care should be a consultation with your Tricare Primary Care Manager. You may also use Darnall Army Community Hospital for both routine and emergency situations.

For any emergency situation, on-post or off-post, dial 911.

### **DARNALL ARMY COMMUNITY HOSPITAL**

For information call: 288-8000

Patient appointment system:

- 288-8888
- Monday through Friday, 0700-1700 hours.
- Weekends 0730-1030 hours.

Patient assistance: 288-8156/8168

### **AMBULANCE SERVICE**

**911**

### **CLINICS**

Monroe TMC                      Bldg 33003                      288-5082

- Monday through Friday, sickcall  
0630 – 0800 hours.

Bennett TMC                      Bldg 420                      618-8040

- Monday – Thursday- Friday, sickcall
- 0600- 1800 hours.
- Tuesday-Wednesday, sickcall
- 0600-2000 hours.
- All family care appointments starts at 0730.

\*Sickcall is for military personnel only. Family members must get an appointment through the appointment line before they can be treated at the TMC Clinics.

### **DENTAL CLINIC**

1st Cavalry Division soldiers use:

Perkins Dental Clinic: 287-7744/7740  
or Dental Clinic #3: 287-2709/288-7830

Emergency Dental Clinic DACH: 288-8230  
(weekends, holidays, weekdays after 1630)  
**MILITARY MEDICAL EMERGENCIES**

The military defines an emergency as the DEATH, CRITICAL ILLNESS, or LIFE-THREATENING INJURY to an immediate family member.

Critically ill or injured means the possibility of death or disability.

Immediate Family is defined as:

- Spouse.
- Parents.
- Children.
- Grandparents who raised you.
- Guardians who raised you.

The birth of a child, a broken arm or leg, or the flu are not considered emergencies.

Follow these steps if you are having a medical emergency:

- Know the name of the person having the emergency.
- Know the nature of the emergency.
- Get the location and name of the hospital involved.
- Know the doctor's name.
- Provide the above information to the unit or rear detachment commander.

Your spouse's unit commander is the only one authorized to grant emergency leave. The Commander may require a Red Cross Message to grant leave.

Emergency leave can be granted only when your spouse's presence will significantly contribute to assistance with the emergency or when a death has occurred.

A denial of leave does not mean that the request was not carefully considered.

NOTE: Your Family Readiness Group, friends, relatives, the chaplain, and on-post or civilian agencies in the community can often turn emergencies around. Try them out! Keep emergency information near the telephone.



## **REUNION**

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Reunion is a time of readjustment after separation, whether long or short, planned or unplanned.

Reunion can be both joyful and stressful as it is a major change that effects everyone.

It is a good idea to avoid tight schedules and to allow time to adjust. Understand the soldier's discomfort and often severe fatigue. Expect unusual feelings.

Make it easier for children by:

- Giving them time, too.
- Expecting them to test limits.
- Planning family time.
- Planning individual time with returning parent.
- Staying involved with school, activities and interests of the child.

Make reunion easier by considering expectations:

- Do not expect things to be perfect after reunion.
- Allow time.
- Be understanding and enjoy each other's company as much as possible.
- Remember that open, honest communications can help solve any problems or conflicts.
- Plan to discuss family roles and responsibilities until they are clearly defined.

## **POST DEPLOYMENT STRESS**

Homecoming and reunion of soldiers, friends, and family has its own brand of stress.

- Talk openly about problems.
- Find people who can help with emotional support and day-to-day problem solving (friends, chaplain, social workers).
- Cut big problems into smaller parts and use the step-by-step approach--look for solutions.
- Join social activities (religious, hobby, sports, clubs, etc.).
- Accept some setbacks (emotional, financial, physical, or job-related).
- Avoid excessive self-blame for readjustment problems.
- Do not use alcohol or drugs to escape or forget about problems.



### **ARMY COMMUNITY SERVICE**

In addition to assisting Army families with financial management, Army Community Services provides a wealth of other valuable programs. ACS offers information and referral services, crisis intervention counseling, parenting classes, and a Family Advocacy Program that conducts training on the causes of child and spouse abuse.

Army Community Service is designed to assist military members and their families in solving personal, financial, and family problems that are beyond their resources. Services provided include:

Lending Closet	Family Advocacy
Consumer Affairs/Financial Assistance	Relocation Assistance
Family Support Groups	Army Emergency Relief
Waiting Spouse Support Group	Exceptional Family Member
Information and Referral	Family Member Employment Assistance

Army Community Service: **PH 287-3726**

### ***ARMY FAMILY ADVOCACY PROGRAM (AFAP)***

This program is designed to aid families in the prevention of spouse and child abuse through education, identification, and referral. The AFAP works closely with local military and civilian community to provide soldiers and their family members with prevention programs.

### ***ARMY FAMILY TEAM BUILDING (AFTB)***

This program improves family and Army readiness and prepares everyone to function effectively as part of the Army community. AFTB education programs are designed to assist soldiers and families in adapting to change, developing interpersonal skills, becoming more self reliant and informed, in accessing community resources and benefits.

### ***ARMY RELOCATION ASSISTANCE***

This program offers a wide variety of services to aid the military family in the process of transition. Welcome packets are available for review on virtually every DOD installation in the world. The Standard Installation Topic Exchange Service (SITES) is provided for transitioning families along with additional information to ease the stress of relocating to a new duty station. A limited number of videos highlighting various duty stations, living accommodations, program facilities, and bits of cultural insight are also available. Training is provided on subjects such as sponsorship and pre and post moves. Basic household items such as cots, baby beds, car seats, cookware, small electrical appliances, and dinnerware are available for temporary loan to families awaiting arrival of household goods or awaiting permanent change of station.

### **ALCOHOL AND DRUG CONTROL OFFICE**

Strives to educate the entire military community, including family members and DA civilians, on alcohol and drug abuse and on personal roles in rehabilitation and prevention. Often the Alcohol and Drug Control Office coordinates enforcement and command referral actions with individuals who may have a drug or alcohol problem.

### **ARMY EMERGENCY RELIEF**

Emergency Relief provides loans and grants under emergency conditions. AER provides assistance as interest-free loans. It may provide a grant when loan repayment would cause undue hardship. AER is a worldwide organization. People with an emergency financial situation may contact the unit commander, your AER officer, or the nearest Red Cross chapter. Situations in which AER may assist:

- \*Initial rent and deposit, or rent to prevent eviction
- \*Emergency travel expenses caused by crisis in the family
- \*Emergency food assistance
- \*Utilities to prevent cut-off
- \*Essential privately owned vehicle repairs
- \*Medical, dental and hospital expenses authorized through CHAMPUS/TRICARE
- \*Fire and other disaster

Army Emergency Relief: **PH 287-3663**

### **COMMAND FINANCIAL SPECIALIST PROGRAM**

This program provides commanders a mechanism through which education, training, counseling, and referral procedures can be established in their units. This program is designed to help each soldier achieve financial readiness.

### **AMERICAN RED CROSS (ARC)**

The American Red Cross (ARC) maintains offices on all major installations in the United States and overseas for the Department of Defense. The ARC will assist with medical reports, birth notices, emergency notification of your spouse during separations, as well as verification of emergency leave. Counseling and referrals on personal and family problems are also offered. Emergency financial assistance is given in some situations. The ARC may also provide communications regarding the health and status of a service member, or a service member's family, when communications have been interrupted due to delayed mail or other reasons.

(Red Cross): **PH 287-4745**

### **BILLETING OFFICE**

Guest House - Accommodations for soldiers and eligible civilians is available, with or without families, can stay with pets. A kennel is also available. The Guest House is for incoming and outgoing personnel. Unit sizes vary. A utility room is normally available equipped with washer and dryer.

TDY Facility - Accommodations for military and civilian TDY visitors may be available on post, or in off-post contract motels/hotels. Certificates of non-availability of quarters will not be issued unless all accommodations on and off post are occupied. Reservations may be made through the billeting office.

Distinguished visitors quarters accommodations may be provided for distinguished visitors. Reservations may be made through the Billeting Office.

Family Housing - Availability varies. Contact the Family Housing office for information and assistance.

### **CASUALTY SECTION**

Arranges for a casualty assistance office that provides an escort for next-of-kin of a deceased soldier and helps settle the affairs of the deceased soldier.

Arranges for burial, grave, and funerals of active duty or retired soldiers who have died.

Processes next-of-kin notifications.

### **CHAPLAIN SUPPORT**

Military chaplains are in a unique position to render soldier and dependent support. Military chaplains represent a perspective based on faith in dealing with personal issues.

Some of the general chaplain services available include marital counseling, individual counseling, and pastoral care. Unique to the Army is the availability of religious ministry at the unit level. All battalions and separate companies have chaplains who provide the above mentioned services, plus much more.

Fort Hood maintains a 24-hour duty chaplain for emergencies after hours. The staff duty chaplain may be contacted by calling 287-4357 (HELP).

### **CHAPLAIN FAMILY LIFE CENTER**

This facility is located at the Comanche Chapel Community Center, Building 52024, Old Copperas Cove Road on Fort Hood. Tapes, books, videos, and various pamphlets are available on a variety of subjects from marriage to separation anxiety and the stress of reunion. Some of these items may be signed out while others are free to take.

Unit and installation family life chaplains can provide training on personal effectiveness, enrichment programs, couple's communications seminars, religious retreats, parental skills and training, personal counseling, as well as other programs dealing with human issues.

Classes may be scheduled regarding couple communication, stress management, active parenting, and sole parenting issues. The director of this facility functions as a Crisis Intervention Trainer and supervises those who provide care at the Family Assistance Center established during deployments.

### **CHILD DEVELOPMENT SERVICES (CDS)**

Offers child care options with various types of service, locations, hours of operation, and fee schedules that are responsive to the needs of military families living on and off post.

Offers center-based full-day, part-day, and hourly services within centralized installation facilities providing closely monitored, structured, group experiences relevant to the age and development of the child.

Offers certified home-based family child care programs within government quarters providing a family atmosphere with a limited number of children, flexible hours and the capability of addressing unique child care requirements.

Offers low cost alternative child care programs and support services both on and off post.

### **CIVILIAN PERSONNEL OFFICE**

Provides a comprehensive civilian personnel program to support the missions of service commanders. Formulates and administers policies and procedures designed to improve civilian personnel management.

Training Development Division: Provides administration of civilian training plans and provides training programs and information. Administers tuition assistance for civilian personnel and the Upward Mobility Program.

Management Employee Relations Division: Provides employee relations programs. Administers the Incentive Award (suggestions) program.

Technical Services Program: Provides information on personnel regulations and policies. Administers employee benefits to include life insurance, health insurance, and retirement. Processes personnel actions. Prepares information material as required to keep employees fully informed and determines individual entitlements with respect to employee benefits programs such as health benefits, life insurance, retirement, travel and transportation, compensation for disability, and death cases. Counsels employees or family members on the benefits. Provides a program for pre-retirement counseling. Conducts personal welfare services.

Labor Relations Office: Serves as liaison with recognized labor unions. Provides information and advice to management personnel concerning labor relations and negotiated agreements. Enforces labor

regulations. Serves on the labor negotiation committee. Provides advice to management concerning grievances.

**Position Management and Classification Division:** Administers all in-service placement, including mandatory actions under Office of Personnel Management, DOD, DA, and command programs, promotions, reassignments, details, and nonpersonal adverse actions (such as reduction in force) and out placement. Plans and develops local applicant evaluation systems and coordinates participation in candidate evaluation and its relation to consideration to selection. Administers the DOD Stability of Civilian Employment Program including the DOD Overseas Employment Program. Develops and administers all special employment programs (employment of the handicapped, Vietnam veterans' program, and summer employment programs).

**Program Evaluation Branch:** Conducts personnel management effectiveness surveys in all serviced activities; compiles and analyzes survey results. Provides results of evaluations to management officials with recommendations for improvement. Consults with supervisors and managers to develop specific plans for improvement. Provides reports on effectiveness of personnel management to commanders of serviced activities and the Civilian Personnel Office, CPO.

### ***EDUCATION CENTER***

This center provides counseling services, testing services, and education programs. Family members are welcome to take classes offered by the colleges at the Education Center.

### ***EQUAL OPPORTUNITY STAFF OFFICE***

This office is available to service members and their families for matters involving discrimination in race, color, national origin, sex, and religion. It provides information on procedures for initiating complaints, guidance on what constitutes an equal opportunity complaint, and assistance in resolving complaints informally.

### ***HOUSEHOLD GOODS (INBOUND/OUTBOUND/QUALITY ASSURANCE)***

Provides quality shipment of household goods and baggage arranged through contractors or through a "move it yourself" program. Note: Newly arrived personnel have a direct responsibility to contact the Transportation Office immediately upon arrival and provide a point of contact (telephone number and address) for delivery of household goods/unaccompanied baggage. The Quality Assurance Section is available to make household goods inspections.

### ***HOUSING REFERRAL OFFICE***

Assistance for military and eligible civilian personnel authorized government paid housing and allowances, entering into any off-post lease or agreement other than temporary overnight lodging.

Up-to-date information on the local housing situation, both rental and sales, and general information about local community services.

Counseling and guidance until suitable housing is located.

### ***INSPECTOR GENERAL***

This agency deals with rendering assistance, correcting injustices affecting individuals, and eliminating conditions determined to be detrimental to the efficiency, economy, morale, and reputation of the Army. The Inspector General investigates matters involving fraud, waste, and abuse.

### ***LEGAL ASSISTANCE***

Legal Assistance provides help in the following areas:

- Domestic relations/family law matters
- Will and estates
- Adoptions and name changes
- Non-support and indebtedness
- Landlord-tenant relations
- Taxes
- Civil Suits
- Powers of Attorney
- Immigration/Naturalization
- Consumer Affairs

You must have a Power of Attorney if you are to conduct family business, including legal, financial, or unit related activities. The two most common Powers of Attorney are the General Power of Attorney (authorizes you to conduct all family business which would otherwise require your spouse's presence) and the Limited Power of Attorney (authorizes you to conduct only the matter specified in the document which would otherwise require your spouse's presence).

Legal Assistance: **PH 287-6060**

### **MAYORAL PROGRAM**

Provides a linkage between the command and the residents of the post. A mayor's meeting is held periodically to address the issues surfaced by residents. Unresolved issues are carried forth to Installation Commander's Meetings. Housing area programs initiated by the mayors include Crime Watch and Helping Hands. This program identifies homes displaying a red hand on the window or door as a house where a child may find assistance if lost or in danger. Through the mayoral program, many housing areas have formal local councils to improve neighborhoods and foster a sense of community.

### **DARNALL FAMILY CARE CLINIC**

## ***RECORDS***

Your medical records are located in the Outpatient Medical Records section, located near the main lobby in Darnall Army Hospital.

## ***PRESCRIPTIONS***

Former patients who need medication refills can have their prescriptions rewritten at Darnall Army Hospital. For adults, call 288-8279, from 7:00 a.m. - 10:00 a.m. on weekdays and ask for a medication refill appointment. You will be asked to bring in your medical record and your prescription container(s). For children, bring the child's prescription container(s) and medical records to the Pediatric Clinic between 7:30 a.m. - 3:00 p.m. on weekdays for review. Phone in refills to 288-8911/8912.

## ***LAB TESTS***

Former PRIMUS laboratory test results will be returned to Darnall Army Hospital, reviewed, and added to your medical records. Patients with abnormal test results will be contacted to schedule the appropriate follow-up appointment.

## ***CONSULTS***

PRIMUS sent all ROUTINE consultations to the Health Care Finder section of the Managed Care Division located in building 36019 across from Darnall Army Hospital. Health Care Finders can be reached by calling 288-8983

## ***WOMEN'S HEALTH CLINIC***

The Women's Health Clinic has expanded both in size and the number of available appointments. The clinic is now located on the third floor.

## ***MILITARY SICK CALL***

For Fort Hood soldiers, weekend sick call hours are from 08:00 a.m. to 10:00 p.m. in the Family Care Clinic.

## ***ALLERGY INJECTIONS***

Patients who received allergy shots from Partnership physicians may continue to receive their shots from Darnall's Allergy-Immunization Clinic beginning Nov 14. Hours are 7:00-11:30 a.m. Monday and Friday, 1:00-4:00 p.m. Tuesday, 7:30 a.m.-1:00 p.m. Wednesday, and 1:00 p.m. 8:00 p.m. Thursdays. Patients must attend a 30-minute information briefing before shots can continue. Sessions will be available at 8:30 a.m. every Tuesday.

### ***TRICARE INFORMATION***

The TRICARE Customer Service Information Line is 1-800-406-2832. You may visit the TRICARE Service Center located adjacent to building 36019, across the parking lot from Darnall Army Hospital. For information on military dependants' dental care, call the Dental Clinics Central Appointments at 288-6684 and use the automated menus.

### **MEDICAL SERVICES**

Outpatient services at Darnall Army Community Hospital (DACH) are available to all active duty and retired members of the Armed Services and their dependents.

1. Diagnosis of non-chronic conditions and diseases.
2. Maternity, infant care, and well-baby immunizations.
3. Immunizations.
4. Treatment of nervous and medical disorders.
5. Family planning service.
6. Non-government ambulance service, when medically necessary.

Emergency medical care is available at any time in the emergency room.

Routine care for dependent outpatients is established by calling Central Appointments at 288-8888.

General information is obtained by calling 288-8000.

### **MENTAL HEALTH ACTIVITY**

Provides the following services:

1. Psychological evaluation and testing.
2. Individual counseling, marital counseling, parent training, family training, and group therapy.
3. Referral services to other helping agencies.

Mental Health offers assistance during those times when the bottom seems to fall out of life. If the going gets rough, feel free to call.

Community Mental Health Services: **PH 287-7712**



## **MILITARY POLICE**

Provides for the enforcement of laws, orders, and regulations; traffic control; civil disturbance control; preventing and investigating crime; apprehending absentees and deserters; physical security; and correctional treatment of prisoners.

Law Enforcement: Receives, responds to, and investigates complaints. Provides 24-hour MP patrol coverage of the installation. Directs all traffic operations, such as motor vehicle traffic regulation and accident investigation. Maintains the traffic offense points system and processes drunk drivers. Conducts proactive antiterrorism programs such as awareness campaigns and response force training initiatives.

Military Police Investigations: Investigates crimes involving personnel subject to the Uniform Code of Military Justice or crimes affecting government property. Recovers stolen property; provides protective services; and conducts drug suppression operations with USACIDC.

## **PREVENTIVE MEDICINE SERVICES**

Provides a comprehensive public health program similar to a program provided by a civilian public health department.

The Communicable Disease Control Program provides diagnosis, treatment, and education (individual and group).

Community Health Nursing Services provides preventive health care services in the home, office, or via telephone; health education for individuals and groups; health promotion; liaison between civilian human resources and military medical treatment facilities; health consult to child development services programs; liaison between civilian/DODDS schools and military community.

Environmental Health Services provides environmental and food services sanitation; pest and disease vector control; environmental quality control (water, air, waste, noise).

## **PUBLIC AFFAIRS OFFICE**

Uses media relations, community relations, and command information to “Tell the Army Story” to the public and the soldiers, civilian employees, and their family members.

Provides and coordinates input for the post newspaper.

Produces radio and television programs for airing on the installation closed-circuit system and on local community radio and TV stations.

Publishes the unofficial guide for newcomers.

Is the installation liaison with the local civic groups.

## **RECREATION CENTER**

Provides constructive, creative, educational, and leisure-oriented classes, events, programs, gatherings, etc. for individuals, families, and the total community. Meeting spaces and ancillary equipment are available for groups, organizations, and special interest club use. Self-directed as well as directed activities are available on a regular basis.

### **SOCIAL WORK SERVICES**

Provides services dealing with social problems to include crisis intervention, family therapy, marital counseling, abortion or adoption referral, financial counseling, and parent or child management assistance

### **THRIFTSHOP**

Is a non-profit organization that sells used clothing, appliances, toys, books, baby furniture, and other items. Soldiers and family members may sell items through the Thrift Shop, which take 25 percent of the selling price. The Thrift Shop is operated largely through the efforts of volunteers.

### **UTILITIES AND POLLUTION CONTROL DIVISION: SANITATION BRANCH**

Provides for water pumping treatment and distribution system, sanitary sewage collection, treatment and disposal system, and refuse section. Operates water pollution control and abatement program.

### **VETERINARY SERVICES**

Provides complete veterinary care for government owned animals and privately owned animals to include vaccinations, health certificates, and the treatment of those diseases that pose a threat to human health.

Manages a rabies control program to include animal vaccinations, investigation of animal bite cases, the quarantine of biting animals and the kenneling of strays. Strays are usually held for three working days in order for the owner to claim them.

Other preventive medicine activities as directed by the hospital commander.

### **WARRIOR WAY SPECIALTY STORE**

This store offers everything not found in the main store. Furniture, outdoor recreation equipment (hunting and fishing), boats, computer sales, audio equipment, stereo equipment, video equipment, etc.

### **YOUTH ACTIVITIES**

Provides a comprehensive youth program (grades 1 through 12) that fosters social interaction, promotes personal growth, and develops educational and recreational skills. Provides a focus for youth as a recognized group to be served by the installation and offers diverse, flexible activities and recreational options that are responsive to the needs of families both on and off post.

Provides programmed activities to include:

1. Community Activities: Festivals, parties, dances, advisory councils, carnivals, banquets, volunteer programs, teen clubs, youth to youth sponsorship.
2. Educational Activities: Instructional classes on bicycle safety, sports clinics, life survival skills, computer classes, special interest groups, community service projects.
3. Fitness and Sports Activities: Individual and team instructional sports, life-long sports skills, gymnastics, swimming, aerobics, tennis, golf, nutrition and good health habits, sports injury prevention, and coaching certification.
4. Cultural Activities: Youth theater, music, crafts, dance, ballet classes, drama club, theatrical technical support.
5. Outdoor Activities: Backpacking, cycling, nature classes, boating, fishing, white water rafting, sky diving.
6. Competitive Activities: Tournaments, contests, etc.
7. National Youth Organizations: Scouting, Junior Achievement, and 4H.

## FAMILY MEMBER CHECKLISTS

### FAMILY MANAGEMENT

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Spouses manage the family during their sponsor's absence; therefore, it is important that both of you sit down together to answer and discuss the questions in this checklist.

Prepare personal financial and business files for important documents.

Organize your important papers to make handling family affairs easier.

Ensure family members have valid I.D. cards before deployment.

Remember: Review this checklist annually to make sure that all documents are up to date.

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<b>MEDICAL</b>	<b>YES</b>	<b>NO</b>
Are all immunizations (shots) for each family member up to date?		
Are all health and dental records for each family member easily located?		
Do you have family members with special needs? (for example: disability,		

pregnancy, broken bones, etc.)		
If so, have you informed the unit commander of these needs?		
Do you know Army policy on dental care?		
Are all family members enrolled in DEERS?		
Are you familiar with all medication/allergies of family members?		

## FINANCE

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To avoid a financial burden, have direct deposit to a bank and a checking account in both names with the following banking information on hand:

Name of Bank \_\_\_\_\_ Phone # \_\_\_\_\_

Address/Location \_\_\_\_\_  
\_\_\_\_\_

Checking Account # \_\_\_\_\_ Savings Account # \_\_\_\_\_

Have sufficient funds in your checking account to keep your credit in good standing. Additionally, sufficient funds prevent the financial burdens associated with bounced check penalties.

To change the address to which your allotment is mailed, write to:

U.S. Army Finance Center, ATTN: Allotment Operation

Fort Benjamin Harrison, Indiana 46249-0865

Also file a change of address card with the appropriate post office.

Plan all payments that must be made to include date and recipient

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PAYMENT	AMOUNT	DUE DATE	MAIL TO/DROP OFF
Rent			
Mortgage			
Automobile #1			
Automobile #2			
Electricity			
Natural Gas			
Car			
Water			
Child Care			
Telephone			

**FINANCE CONT.**

PAYMENT	AMOUNT	DUE DATE	MAIL TO/DROP OFF
Garbage			
School Tuition			
Insurance: Automobile #1			
Insurance: Automobile #2			
Insurance: Life			
Insurance: Fire/Homeowners			
Debt Payments: Bank Loans			
Debt Payments: Finance Companies			
Debt Payments: Small Loan Co.			
Debt Payments: Merchants			
Club Bills			
Auto License Fee			
Taxes			
Credit Card #1: _____			
Credit Card #2: _____			
Credit Card #3: _____			
Credit Card #4: _____			
Cable TV			
Furniture			
Other			

**PROPERLY SAFEGUARD IMPORTANT DOCUMENTS**

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<b>DOCUMENT</b>	<b>LOCATION</b>
Three copies of General Power of Attorney	
Birth Certificate for your spouse	
Birth Certificate for yourself	
Birth Certificate for your children	
Marriage Certificate	
Divorce Decree	
Adoption Papers	
Social Security Cards	
State and Federal Tax Records	
Life Insurance	
Automobile Insurance	
Fire/Homeowner's/Renter's Insurance	
Other Insurance	
U.S. Savings Bonds, Stocks, Securities	
Deeds or Mortgages	
Car Registration	
Car Title	
School Registration Forms	
Shot Records	
Spouse's Will	
Your Will	



**AUTOMOBILE/TRANSPORTATION**

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	YES	NO
Are all licensed family members insured to drive?		
Does each family member have a valid state driver's license? When do they expire: #1_____ #2_____ #3_____ #4_____		
Is your automobile in good operating condition?		
Do you know where to go for repairs?		
Do you know what repairs are covered by warranties?		
Do you have a duplicate set of all keys? Where _____		
Can you make emergency repairs on your car if the situation warranted? (overheating, flat tire, dead battery, etc.)		
If you are not licensed to drive, have you arranged reliable transportation?		
If you are not licensed to drive, does your budget account for taxi and/or bus fare?		

**AUTOMOBILE REPAIRS**

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AUTOMOBILE PROBLEM	CLOSEST SERVICE SHOP
Engine Problems	
Transmission Problems	
Body Damage	
Electrical Problems	
Broken Windows	
Routine Damage(Blown Tires, Air Pressure, etc.)	
Routine Maintenance(Oil Change, Tune-up, etc.)	

## KNOW YOUR HOME

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HOME ITEM/SERVICE	LOCATION
Electrical Control Box (Fuse/Circuit Breaker)	
Water Control Valve in case of emergencies: (broken or leaking pipes, freezing weather)	
Gas Control Valve in case of emergencies: (leaking gas, fire, etc.)	
Name/Phone Number of Electrician	
Name/Phone Number of Plumber	
Name/Phone Number of Housing Office	
Set of Duplicate Keys for Home	
Set of Duplicate Keys for Automobile	

### NOTE:

Ensure that sponsor fills out the necessary paperwork authorizing the spouse to sign for on-post housing, should it become available during the sponsor's absence.

## CITIZENSHIP

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CRITICAL CITIZENSHIP INFORMATION	
Spouse is a citizen of what country?	
Location of Spouse's Citizenship Papers	
The name of the Court which Granted Naturalization	
Date of Naturalization	
Naturalization Certificate Number	
Name/Number of language assistant	

**MAIL RELEASE**

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**PLEASE PRINT**

I \_\_\_\_\_, assigned to \_\_\_\_\_  
(rank/name) (unit)

Authorize \_\_\_\_\_ to pick up mail addressed to me at the unit mail  
(spouse's name)

room during the period \_\_\_\_\_ through \_\_\_\_\_.  
(first day of deployment) (last day of deployment)

\_\_\_\_\_  
(signature)

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**USEFUL TELEPHONE NUMBERS**  
**EMERGENCY (FIRE/POLICE/AMBULANCE): 911**  
**FORT HOOD INFORMATION: 287-1110**

**FORT HOOD AND COMMUNITY TELEPHONE NUMBERS**

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Army Career and Alumni Program	288-2227/6736	
Alcohol and Drug Program	287-2501	
American Red Cross	287-4746	Bldg 1822
Apache Arts and Crafts Center	288-2970	
Army Emergency Relief (AER)	288-5003/5000	Bldg 1
Army Community Services (ACS)	287-3663	Bldg 1
Budget Counseling	288-2862	
Loan Closet	287-8595	
 Bell County MHMR		
Killeen	526-4146	
Temple	1(254) 778-4841	
Billeting	287-5290/2700	
Bus Schedules (Trailways, etc.)	634-3843	
Bus Schedules (post)	287-2154	
Casey Library	287-0025	Bldg 2805
Central Clearance (AG)	287-4628	
Central Texas College	526-1104/1105 or 539-6621	
Chaplain's Crisis Line	287-4357 (HELP)	
Check Control	287-9675	
Child Abuse Hotline	287-5437	
State Agency	1(800) 252-5400	
Information (Social Work Services)	288-6472/6474	
Child Care (Hourly at Comanche)	287-4848	
Civilian Personnel Office (Job Information)	288-2048	
Commissary	287-6648/3714	
Community Counseling Center	287-5246/2892	
Community Health Nurse	287-0281	
Community Life Program	287-5160/0348	
Community Mental Health	287-7712	
Compassionate Friends (Bereaved Parents)	542-8230	
Consumer Affairs	287-CITY	
Crisis Lines		
Child Abuse	287-5437	
Domestic Violence	1(254) 773-7765	
Mental Crisis	1(800) 888-4036	

Rape Crisis	1(254) 773-7765
Runaway Hotline	1(800) 392-3352
Suicide Prevention	1(800) 696-4039
Debt Liquidation	287-8982
Department of Human Services	526-9011
Education Center	287-2331
Equal Opportunity	287-7223
Exceptional Family Member	287-6070
Family Housing	287-4051/4212
Families in Crisis	634-8309/1184
Family Life Center	287-6310
Food Care Center	287-7310
Food Stamp Program	554-3400
Guest Housing	532-2100 or 287-3067
Health Services	288-8001
Homeless Shelters	
Home and Hope (Killeen)	634-0110
Cove House (Copperas Cove)	547-4673
Martha's Kitchen (Temple)	1(254) 770-0515
Hospital	
Ambulance	<b>911</b>
Central Appointments	288-8888
Emergency Room	288-8113
Information	288-8000
Women's Health Clinic	288-8108
Household Goods	287-0219
Housing Authority	634-5243
Housing Referral	287-7807
Immunization	288-8480
Legal Aid	
III Corps	287-7901
1st Cavalry Division	287-6060
Legal Aid Society (Belton)	1(800) 234-6606
Military Police (MP)	287-2176/2177
MP Watch Commander	287-4001
Mission Soup Kitchen	634-8322
NCO Club	532-5816
Officers' Club	532-5073
Passports/Visas	287-6101
Pharmacy	288-8100
(refill call-in)	288-8911/8912
Poison Control	1(800) 764-7661

Police **911**

Killeen	526-8311
Copperas Cove	547-4272
Harker Heights	699-7600
Post Engineers (Work Orders)	287-2113
Post Exchange	287-3228
Post Locator	287-2137
Post Office (Fort Hood)	287-2728
Public Welfare	526-9011
Rape Center	634-8309
Relocation	287-4485
Retirement (AG)	287-5210
School Business (KISD)	520-1300
Social Services	288-6472/6474
Soldiers' Dome	532-6506
Spouse Abuse Hotline	287-5239
Texas Rehabilitation Center	634-2618
Thrift Shop (Building 5003)	532-2948
Veterinary Clinic	287-6719
VA Regional Office	1(800) 792-3271
WIC Program	
Killeen	526-2033
Copperas Cove	547-9571
Youth Activities	287-9833
YMCA Killeen	634-5445

## KEY TELEPHONE NUMBERS

American Red Cross	287-4745
Ambulance	911
Darnall Army Community Hospital - Emergency Room	288-8113
Information	288-8000
Dental Emergency	288-8231/8230
Emergency Work Orders	287-2113
Fire	911
On-post	117
North Fort Hood	288-0117
Killeen	526-7117
Copperas Cove	547-2000
Harker Heights	699-6041
Nolanville	698-6888
Police	911
Military FH NV Desk	287-2176
I CD Desk	287-4021
Killeen	911
Non-Emergency	634-3111
Copperas Cove Emergency	911
Non-Emergency	547-4274
Harker Heights	699-7600
Nolanville	698-6334
Bell County	1-800-234-4277 Ext 485
Poison Control Center	1-800-332-6633

**NOTE:**

**1<sup>st</sup> Cavalry Division Point of Contact is the Division Operations Center (DOC) at 287-9435/3397**

## STAFF DUTY OFFICERS

### UNITS

#### 1st Cav Div HQ

1st BDE

1-8 Cav

2-5 Cav

2-8 Cav

#### 2nd BDE

1-5 Cav

1-12 Cav

2-12 Cav

#### 3rd BDE

1-9 Cav

2-7 Cav

3-8 Cav

#### DIVARTY

1-21 FA

1-82 FA

2-82 FA

3-82 FA

68th Chem

#### AVN BDE

1-227 Avn

2-227 Avn

1-7 Cav

#### DISCOM

15th FSB

27th MSB

115th FSB

215th FSB

615th DASB

#### ENG BDE

8th Eng Bn

20th Eng Bn

91st Eng Bn

13th Sig Bn

4-5 ADA Bn

312th MI Bn

545th MP Co

#### HHC, 1st Cav Div

15th Personnel Service Bn.

15th Finance Bn

### TELEPHONE NUMBER

288-3453/5423

287-3232

287-7659

287-7918

287-3516

288-7667

287-0675

287-0823

287-1530

287-1920

287-3331

287-5628

287-7407

287-0290

288-3075

287-7293

288-5717

287-8674

287-7889/9516

618-8560

288-1415

288-1049

287-0465

287-6932

287-6368

287-6088

288-6847

287-2864

618-9635

287-7655

287-2323

287-5523

287-1488

287-2008

287-5114

287-2714

287-8419

287-5423

288-2261

288-6341



## **SPECIAL ASSISTANCE HOTLINE NUMBERS**

287-BOSS-2677	III Corps Commander's Line (for troopers & families needing solutions for problems)
287-ICAV-1228	1 CAV Commander's Line
287-HELP-4357	III Corps Chaplain (worried, depressed, problems)
287-ALCO-2526 2892	Answers and Facts for Alcohol Problems, Drinking Discussed Anytime (DCA)
287-CRIM-2746	III Corps and Fort Hood Provost Marshal (Anonymous reporting of crimes)
287-DRUG-3784	Answer of Drug Problems discussed with a counselor anytime. Crisis Center available.
287-6278	III Corps Adjutant General (program to provide good ideas)
287-FOOD-3663	Army Community Service (ACS)
287-INFO-4636	Morale Support Activities (activities, upcoming events, info)
287-RENT-7368	III Corps Engineer Housing (off post housing referral assistance)
287-VOLS-8657	Director of Community Activities Installation Volunteer Coordinator (to apply for volunteer work or request volunteers for your organization)
634-8309	Domestic violence (shelter for battered family members), sexual assault, rape
287-4936/3726	Welcome Center Main Gate
287-3071	Army Community Services
288-INFO-4636	DCA (FSD-ACS) to get information about Army Community Services activates
287-CARE-2273	DCA (FSD-ACS) to report child and spouse abuse involving soldiers and their families residing on or off the installation
287-CHAT-2428	III Corps IG for any requests for assistance and/or complaints from military family members and civilian employees at Fort Hood

287-CITY-2489	III Corps G-5 for Consumer Affairs complaints about purchased products. Contact housing referral office for problems with landlords
287-DOIM-7312	DOIM information to request automated data center processing equipment (ADPE) service; get hardware/software assistance and installation consultation and training
287-GAME-4263	III Corps PMO for any questions about fishing and wildlife on Fort Hood; to report poaching
287-IDEA-4332	DRM to get information on how to submit a suggestion to Fort Hood and the Army
287-REUP-7387	III Corps for questions concerning reenlistment, reenlistment benefits; questions after retirement
287-SAVE-7283	DEH Energy to call in good ideas for energy conservation
287-5210	AG for information about retirement benefits; questions after retirement
287-3341	AG/Texas Veterans to assist Veterans in filing for all benefits
287-2111	CID to report Fraud and Waste
287-5000	CID to report Drug Trafficking
287-2891	GI Equal Opportunity Office for military members and their families to get assistance on discrimination problems believed to be
287-4754/4752	III Corps PMO to get information on crime prevention and make appointments for crime prevention presentation
287-4862	DEH family to check on Housing Waiting List Housing Status
288-6474	DACH Social Work for a spouse to talk to a Social Workers between 7:30 a.m. - 4:30 p.m. about problems or abuse; all other hours must report to the Emergency Room. For Immediate Help, Call MP Desk, 287-2176 or 287-CARE.
1-800-252-5400	Texas Child Abuse to report child abuse off post line (Toll Free) involving nonmilitary related families
288-1424	Aircraft Liaison to report aircraft noise and other disturbances
287-7310	DCA (ITR) for information and tickets to recreation and sporting events

off post

287-7310 DCA (MWR) to get information on Morale, Welfare, and Recreation  
special events on post

287-2489 Military complaints against local civilians

## ABBREVIATIONS AND ACRONYMS

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AAFES	ARMY AIR FORCE EXCHANGE SERVICE
AAM	ARMY ACHIEVEMENT MEDAL
AASLT	AIR ASSAULT
ABN	AIRBORNE
ACAP	ARMY CAREER AND ALUMNI PROGRAM
ACS	ARMY COMMUNITY SERVICES
ADA	AIR DEFENSE ARTILLERY
AER	ARMY EMERGENCY RELIEF
AG	ADJUTANT GENERAL
ANCOC	ADVANCED NON-COMMISSIONED OFFICER COURSE
APO	ARMY POST OFFICE
ARCOM	ARMY COMMENDATION MEDAL
ARTEP	ARMY TRAINING AND EVALUATION PROGRAM
ASAP	AS SOON AS POSSIBLE
AWOL	ABSENT WITHOUT LEAVE
BAS	BASIC ALLOWANCE FOR SUBSISTENCE
BASD	BASIC ACTIVE SERVICE DATE
BAQ	BASIC ALLOWANCE FOR QUARTERS
BDE	BRIGADE
BDU	BATTLE DRESS UNIFORM
BN	BATTALION
BNCOC	BASIC NON-COMMISSIONED OFFICER COURSE
BSEP	BASIC SKILLS EDUCATION PROGRAM
CAV	CAVALRY
CDC	CHILD DEVELOPMENT CENTER
CDS	CHILD DEVELOPMENT SERVICES
CESO	COMMUNICATIONS/ELECTRONICS STAFF OFFICER
CFC	COMBINED FEDERAL CAMPAIGN
CG	COMMANDING GENERAL
CID	CRIMINAL INVESTIGATION DEPARTMENT
CIF	CENTRAL ISSUE FACILITY
CO	COMMANDING OFFICER
CONUS	CONTINENTAL UNITED STATES
COSCOM	CORPS SUPPORT COMMAND
CPO	CIVILIAN PERSONNEL OFFICE
CPX	COMMAND POST EXERCISE
CQ	CHARGE OF QUARTERS
DA	DEPARTMENT OF THE ARMY
DACH	DARNALL ARMY COMMUNITY HOSPITAL
DCA	DIRECTOR OF COMMUNITY ACTIVITIES
DEERS	DEFENSE ELIGIBILITY ENROLLMENT REPORTING SYS
DENTAC	DENTAL ACTIVITY
DISCOM	DIVISION SUPPORT COMMAND
DIV	DIVISION
DIVARTY	DIVISION ARTILLERY
DOD	DEPARTMENT OF DEFENSE

DODDS	DEPARTMENT OF DEFENSE DEPENDENTS' SCHOOL
DOIM	DIRECTORATE OF INFORMATION MANAGEMENT
DPW	DEPARTMENT OF PUBLIC WORKS
EDRE	EMERGENCY DEPLOYMENT READINESS EXERCISE
ESL	ENGLISH AS A SECOND LANGUAGE
ETA	ESTIMATED TIME OF ARRIVAL
ETS	EXPIRATION TERM OF SERVICE
FA	FIELD ARTILLERY
FAO	FOREIGN AREA OFFICER
FDC	FIRE DIRECTION CENTER
FDO	FIRE DIRECTION OFFICER
FH	FORT HOOD
FORSCOM	FORCES COMMAND
FSG	FAMILY SUPPORT GROUP
FTX	FIELD TRAINING EXERCISE
FY	FISCAL YEAR
G-1	DIVISION LEVEL PERSONNEL OFFICER
G-2	DIVISION LEVEL INTELLIGENCE OFFICER
G-3	DIVISION LEVEL OPERATIONS OFFICER
G-4	DIVISION LEVEL LOGISTICS OFFICER
G-5	DIVISION LEVEL CIVIC ACTION OFFICER
GI	GOVERNMENT ISSUE
GT	GOVERNMENT TECH APTITUDE TEST
HHB	HEADQUARTERS AND HQs BATTERY
HHC	HEADQUARTERS AND HQs COMPANY
HSB	HEADQUARTERS AND SERVICE BATTERY
HQ	HEADQUARTERS
ID	IDENTIFICATION
IG	INSPECTOR GENERAL
ITT	INFORMATION, TRIPS AND TRAVEL
JAG	JUDGE ADVOCATE GENERAL
KP	KITCHEN POLICE (OR PATROL)
LES	LEAVE AND EARNINGS STATEMENT
MEDDAC	MEDICAL ACTIVITIES
MOS	MILITARY OCCUPATION SPECIALTY
MP	MILITARY POLICE
MSM	MERITORIOUS SERVICE MEDAL
NCO	NON-COMMISSIONED OFFICER
NCOER	NON-COMMISSIONED OFFICER EVAL REPORT
NCOIC	NON-COMMISSIONED OFFICER IN CHARGE
NCOWC	NON-COMMISSIONED OFFICERS' WIVES' CLUB
OER	OFFICER EVALUATION REPORT
OIC	OFFICER IN CHARGE
OWC	OFFICERS' WIVES' CLUB
PA	PHYSICIAN'S ASSISTANT
PAC	PERSONNEL ACTIONS CENTER
PAO	PUBLIC AFFAIRS OFFICE
PBO	PROPERTY BOOK OFFICE

PCS	PERMANENT CHANGE OF STATION
PEBD	PAY ENTRY BASIC DATE
PERSCOM	PERSONNEL COMMAND
PLDC	PRIMARY LDRSHIP DEVELOPMENT COURSE
PLL	PRESCRIBED LOAD LIST
PMO	PROVOST MARSHALL'S OFFICE
POA	POWER OF ATTORNEY
POC	POINT OF CONTACT
POV	PRIVATELY OWNED VEHICLE
PT	PHYSICAL TRAINING
PX	POST EXCHANGE
S-1	BRIGADE/BATTALION PERSONNEL OFFICER
S-2	BRIGADE/BATTALION INTELLIGENCE OFFICER
S-3	BRIGADE/BATTALION OPERATIONS OFFICER
S-4	BRIGADE/BATTALION LOGISTICS OFFICER
TDY	TEMPORARY DUTY

# FINANCIAL PROBLEMS

## LEAVE AND EARNINGS STATEMENT (LES)

YOU MUST HAVE A POWER OF ATTORNEY

WHAT ABOUT MY  
SPOUSE'S  
ENTITLEMENTS?

YOUR SPOUSE MAY  
RECEIVE A FEW EXTRA  
ENTITLEMENTS WHILE  
DEPLOYED. HOWEVER,  
THESE ARE NOT DEFINITE.  
FAMILY SEPARATION  
ALLOWANCE (FSA) \$75.00  
HAZARDOUS DUTY PAY  
TAX EXEMPT STATUS  
THERE ALSO MAY BE  
OTHERS.

NEED SPOUSE'S LES

CONTACT YOUR UNIT  
PERSONNEL AND  
ADMINISTRATION  
(PAC) OF FINANCE  
OFFICE.

CAN I MAKE A  
CHANGE ON MY  
SPOUSE'S LES  
(START/STOP AN  
ALLOTMENT)?

NO. NO CHANGES CAN  
BE MADE BY THE  
FAMILY MEMBER  
DURING DEPLOYMENT.  
IT WILL BE DIFFICULT  
FOR THE SOLDIER TO  
MAKE THE CHANGE  
FROM THE FIELD. IF AN  
ALLOTMENT SHOULD  
BE STOPPED, STARTED,  
OR CHANGED, TAKE  
CARE OF IT AHEAD OF  
TIME.

MY SPOUSE'S  
PAY IS  
INCORRECT

CONTACT YOUR  
UNIT PAC.  
THEY WILL  
ASSIST YOU IN  
CORRECTING  
THE PROBLEM.

# FINANCIAL PROBLEMS

## PROBLEMS PAYING BILLS

**I DON'T KNOW HOW TO PAY MY BILLS**

**I CAN'T PAY MY BILLS BECAUSE OF MY FINANCIAL SITUATION**

**HAS THE SERVICE MEMBER ALREADY DEPLOYED?**

YES/NO

IF THE FAMILY MEMBER DOES NOT USUALLY HANDLE THE FINANCES, ACS FINANCIAL COUNSELOR PROVIDES A ONE ON ONE INSTRUCTION ON CHECKBOOK MAINTENANCE. TWO MONTHS PRIOR TO DEPLOYMENT FILL OUT DD FORM 2558 TO ESTABLISH ALLOTMENTS THROUGH FINANCE.

AMERICAN RED CROSS AND ACS FINANCIAL COUNSELORS CAN ASSIST YOU TO FULFILL YOUR FINANCIAL OBLIGATIONS. THEY MEDIATE WITH CREDITORS AND OTHER AGENCIES WITH WHOM YOU ARE HAVING PAYMENT DIFFICULTIES. EARLY INTERVENTION WILL LESSEN THE SEVERITY OF THE PROBLEM.

ARC  
287-4745

ACS  
287-8979

IF THE SERVICE MEMBER HAS ALREADY DEPLOYED, CALL THE FINANCIAL COUNSELOR AT ACS TO SET UP AN APPOINTMENT FOR ASSISTANCE. A POWER OF ATTORNEY IS NECESSARY TO HANDLE ALL FINANCIAL TRANSACTIONS AND ACCOUNTS.

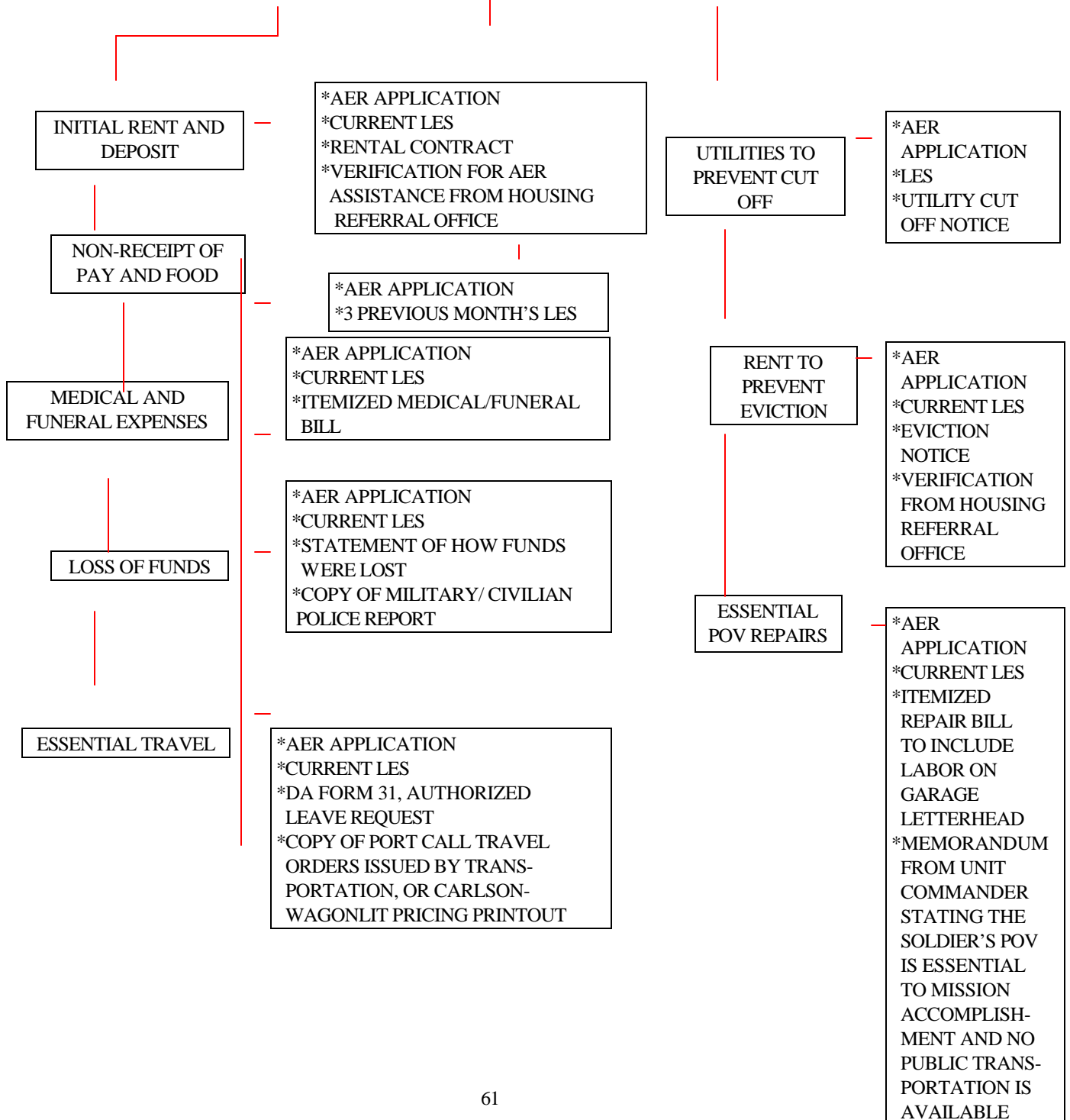
287-8979



# FINANCIAL PROBLEMS

## AER LOANS

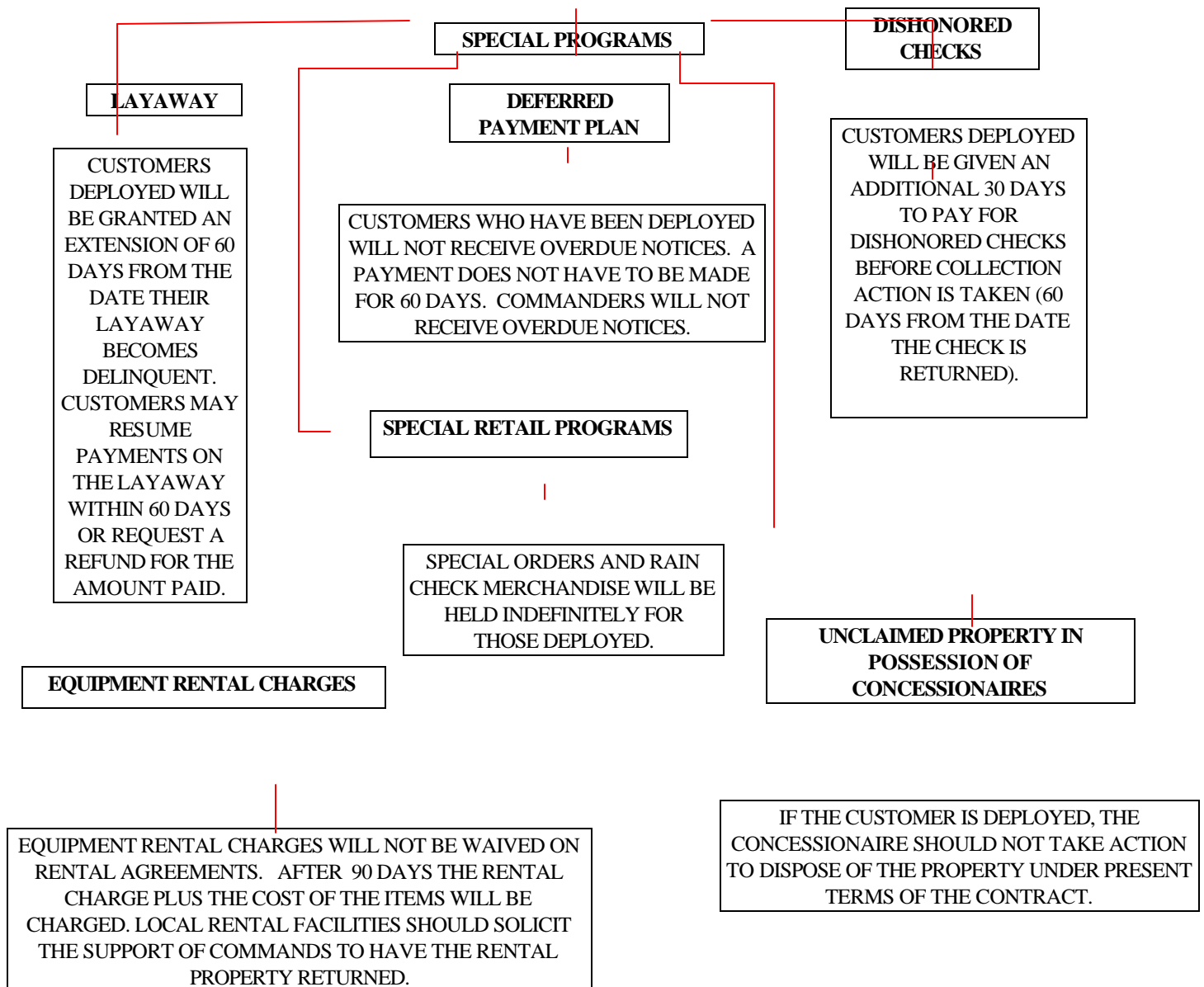
ARMY EMERGENCY RELIEF CAN PROVIDE FINANCIAL ASSISTANCE IN THE FOLLOWING CIRCUMSTANCES



# FINANCIAL PROBLEMS

## AAFES

AAFES MUST DEVELOP SPECIAL TEMPORARY POLICIES, APPLICABLE WORLDWIDE, TO HANDLE DELINQUENT ACCOUNTS, DISHONORED CHECKS, AS WELL AS SOME SPECIAL RETAIL PROGRAMS. THE FOLLOWING POLICIES PROVIDE EXTREMELY LENIENT TIME FRAMES FOR CUSTOMERS INVOLVED IN SUPPORT OF THE DEPLOYMENT WHOSE ACCOUNTS BECOME DELINQUENT. CUSTOMERS WHO ARE DEPLOYING WILL BE ASKED TO FILL OUT A DEPLOYMENT CHECKLIST DEALING WITH ALLOTMENTS AND DPP. IT IS THE CUSTOMERS RESPONSIBILITY TO NOTIFY AAFES PRIOR TO DEPLOYMENT.



# LEGAL PROBLEMS

## POWER OF ATTORNEY

### WHAT IS A POWER OF ATTORNEY?

A POWER OF ATTORNEY (POA) IS A LEGAL DOCUMENT THAT ALLOWS ONE PERSON TO CONDUCT BUSINESS IN ANOTHER PERSON'S NAME. ONE YEAR LIMIT RECOMMENDED DURATION.

GENERAL  
COVERS ALL  
LEGAL MATTERS.

SPECIAL  
COVERS ONLY THE  
SITUATION LISTED ON  
THE POWER OF  
ATTORNEY.

### HOW DO I OBTAIN A POWER OF ATTORNEY?

ANY VALID ID CARD HOLDER CAN GO TO THE LEGAL ASSISTANCE CENTER WITH THEIR ID CARD AND OBTAIN A POA.

287-6060

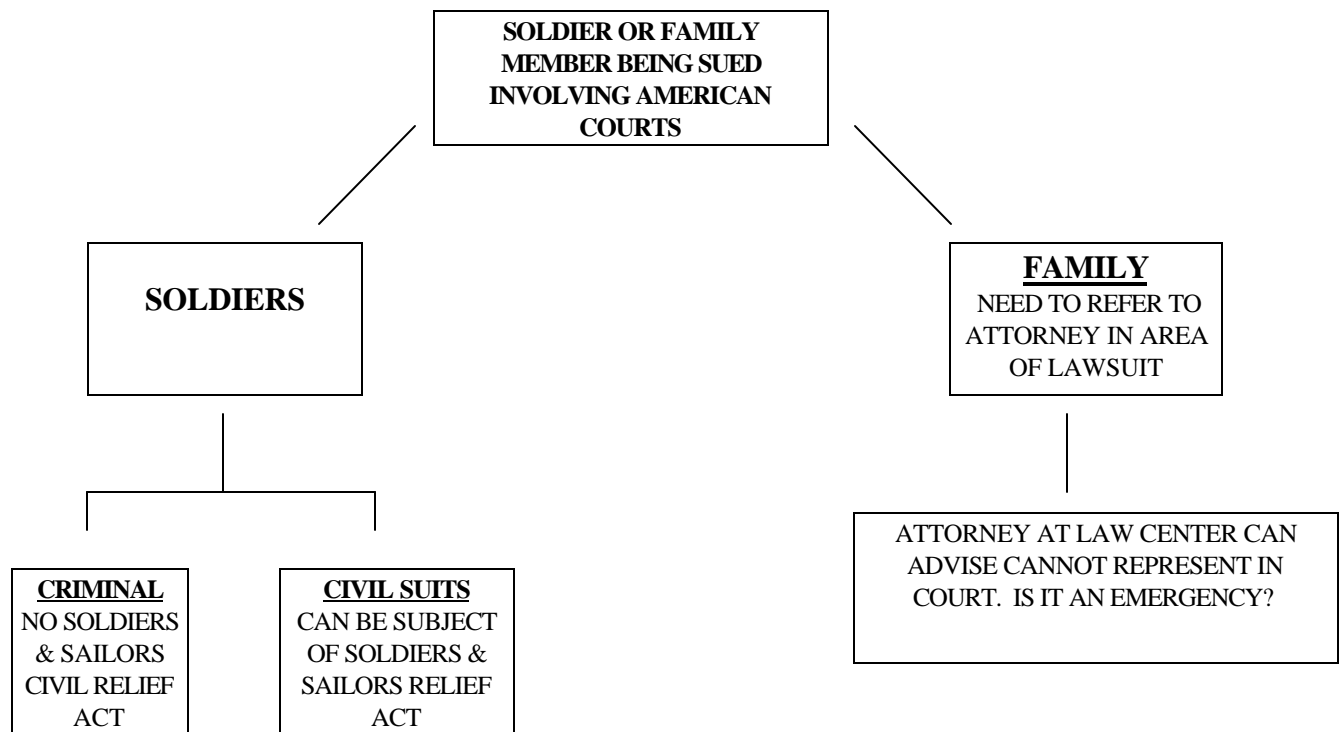
M, T, W & FRI 0900 – 1130

1300 - 1600

CLOSED DAILY 1130 – 1300

TH CLOSED FOR TRAINING

## LEGAL PROBLEMS



IF SOLDIER IS NOT BEING SUED, THEN THE NEXT ISSUE IS WHETHER THE MATTER CAN BE REFERRED TO ANOTHER AGENCY. IF THE MATTER IS PURELY LEGAL, IS THERE A PENDING COURT DATE WITHIN 48 HOURS? IF NOT, THEN HAVE CLIENT MAKE APPOINTMENT WITH LEGAL ASSISTANCE OFFICE 287-6060. IF COURT DATE WITHIN 48 HOURS CALL ATTORNEY FROM JAG ROSTER.

## AMERICAN RED CROSS

## **EMERGENCY LEAVE**

**THE RED CROSS MESSAGE IS PASSED. (TO THE SOLDIER WHO MUST MAKE DIRECT CONTACT WITH THE RED CROSS WORKER)**

1. THE UNIT COPIES THE ENTIRE RED CROSS MESSAGE AND NUMBER FOR THE PSB.
2. THE UNIT COMPLETES THE DA31 FOR THE SOLDIER AND **APPROVES** LEAVE (OR DISAPPROVES)- RED CROSS DOES NOT!

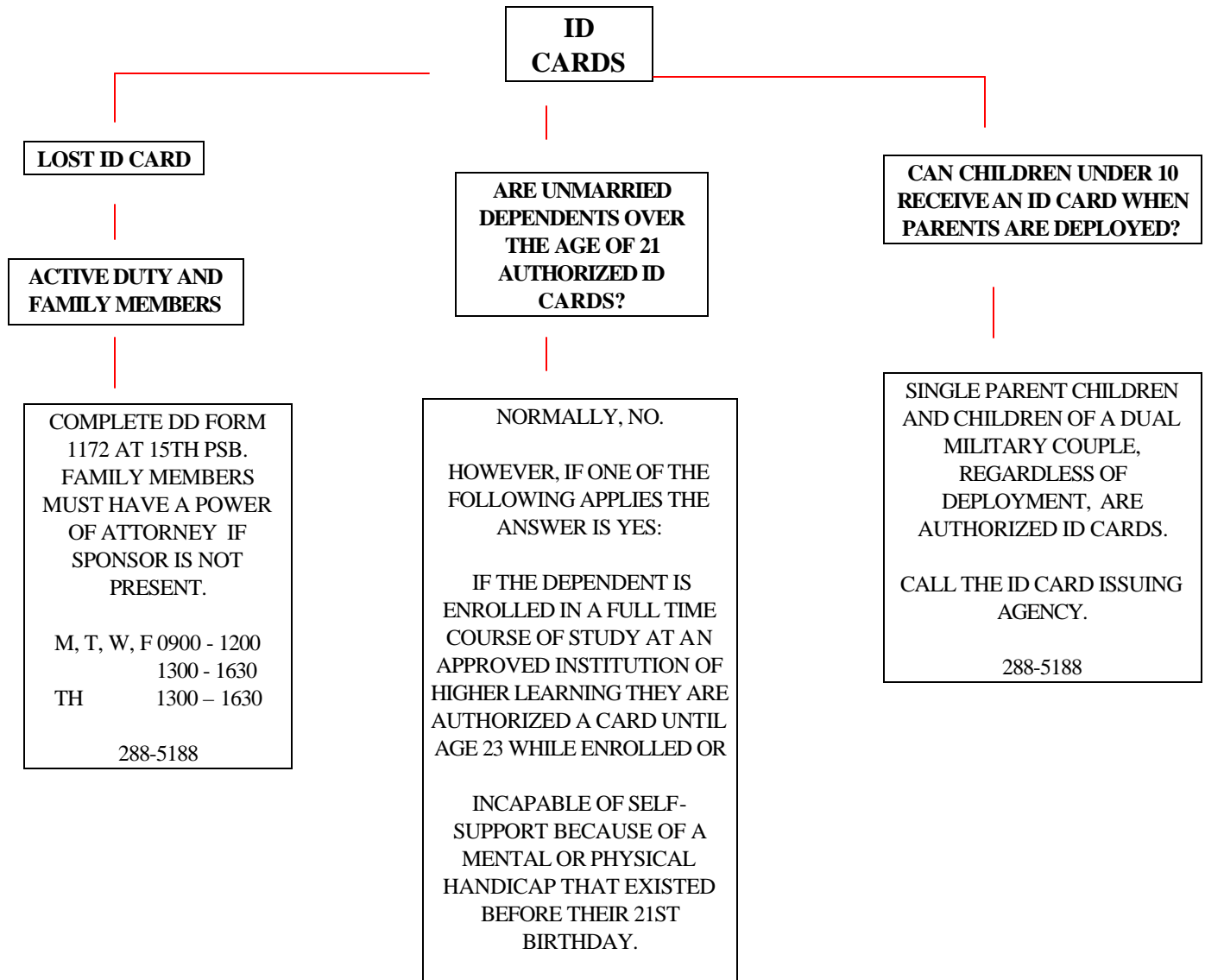
### ***DURING DUTY HOURS***

1. GO TO THE PSB FOR ORDERS. (BRING YOUR DA31 WITH) AND UNIT TRANSCRIPT OF THE RED CROSS MESSAGE (TEXT & NUMBER).
2. GO TO THE TRANSPORTATION OFFICE FOR FLIGHT ARRANGEMENTS. THEY MAY REFER YOU TO LOCAL TRAVEL AGENCY.

### ***AFTER DUTY HOURS***

1. UNIT CALLS THE MP DESK FOR THE ON-CALL PSB CLERK FOR CUTTING THE ORDERS.
2. UNIT CALLS THE MP DESK FOR THE ON-CALL TRANSPORTATION CLERK FOR A GTR TO TAKE TO THE AIRPORT FOR FUNDED TRAVEL OR OTHER ARRANGEMENT.

# ID CARDS, BIRTH CERTIFICATES, AND PASSPORTS



# POSTAL INFORMATION

## CARE PACKAGES

**IS A CUSTOMS FORM REQUIRED AND ARE THERE RESTRICTIONS ON WHAT CAN BE MAILED IN A CARE PACKAGE?**

YES

A CUSTOMS FORM IS REQUIRED.

THE FOLLOWING ITEMS CANNOT BE MAILED:

SECURITIES, CURRENCY, FIREARMS, PRESCRIPTION MEDICINES, PORNOGRAPHY, HORROR COMICS (PROHIBITED IN SOME LOCATIONS, SUCH AS SAUDI), REGISTERED MAIL, ALCOHOLIC BEVERAGE, NARCOTICS, HAZARDOUS MATERIAL, AND RATIONED ITEMS.

# POSTAL INFORMATION

## MPS MAIL

**WHAT CAN BE SENT TO OR  
MAILED FROM THE  
DEPLOYED FORCE?**

ANYTHING WITHIN  
NORMAL POSTAL  
RESTRICTIONS.

MPS APPLIES AS NORMAL

FREE MAIL APPLIES FOR  
DESIGNATED FREE MAIL  
ZONES.

**IS A SPOUSE REQUIRED TO PUT  
A STAMP ON MAIL BEING SENT  
TO A DEPLOYED SPOUSE?**

SPOUSES ON LOCATION IN  
USAREUR CAN USE MPS AS  
NORMAL. STATE-SIDE SPOUSE  
MUST USE PROPER POSTAGE  
STAMPS.

FOR MORE INFORMATION,  
CONTACT  
POSTAL SUPERVISOR.  
288-3400



# POSTAL INFORMATION

## SOLDIER'S MAIL

### DISPOSITION DEPLOYING SOLDIER'S MAIL

SERVICE MEMBERS MAY ELECT ONE OF THE FOLLOWING OPTIONS FOR DISPOSITION OF THEIR MAIL PRIOR TO DEPLOYING:

1. FORWARD ALL MAIL TO THE DEPLOYED SERVICE MEMBER (SEE RESTRICTION "X" INFORMATION ON FOLLOWING PAGE).
2. DELIVER ALL MAIL TO A FAMILY MEMBER (NORMALLY A SPOUSE).
3. FORWARD MAIL ADDRESSED TO THE SERVICE MEMBER AND DELIVER REMAINING MAIL TO A FAMILY MEMBER (USUALLY A SPOUSE).
4. DELIVER ALL MAIL TO A DESIGNATED INDIVIDUAL OTHER THAN A FAMILY MEMBER. IF THIS OPTION IS SELECTED THE INDIVIDUAL MUST COMPLETE A STANDARD DELIVERY ORDER (PS FORM 3801) DESIGNATING ANOTHER AUTHORIZED MILITARY POSTAL SERVICE (MPS) USER TO PICK UP THE MAIL.
5. HOLD ALL MAIL UNTIL DEPLOYED SERVICE MEMBER RETURNS. THIS OPTION IS NOT AVAILABLE FOR DEPLOYMENTS IN EXCESS OF 30 DAYS DUE TO LIMITED SPACE IN THE UMR/CMR.

IF DISPOSITION INSTRUCTIONS ARE NOT LEFT BY A SERVICE MEMBER, ALL MAIL WILL BE DELIVERED TO THE SPOUSE. FOR UNACCOMPANIED SERVICE MEMBERS, MAIL WILL BE HELD UNTIL THE SOLDIER OR UNIT INFORMS THE CMR OF THE SOLDIER'S DEPLOYMENT. AT THIS TIME, THE MAIL WILL BE FORWARDED.

### STANDARD USAREUR DEPLOYMENT ADDRESS

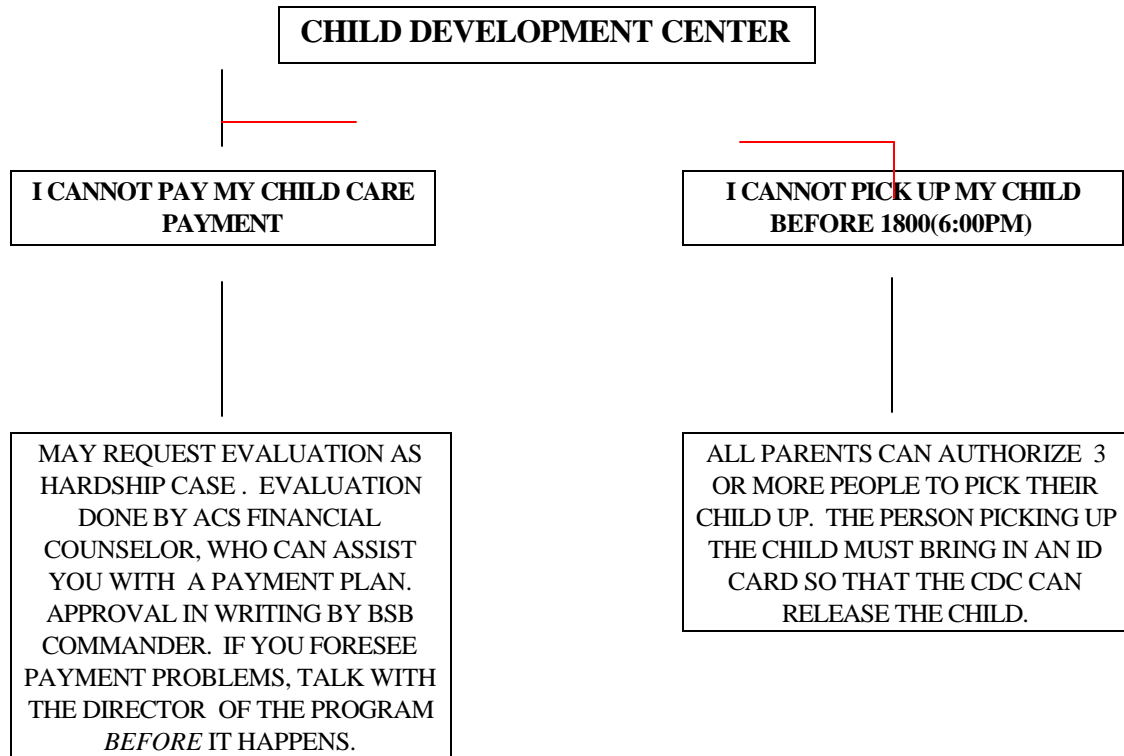
GRADE/RANK, FULL NAME  
DEPLOYED UNIT'S DESIGNATION  
OPERATION NAME  
APO 09XXX

DEPLOYING PERSONNEL SHOULD ONLY PROVIDE THEIR DEPLOYMENT ADDRESS TO THEIR FAMILY AND FRIENDS, NOT TO THEIR BUSINESS CORRESPONDENTS OR PUBLISHERS. BULK RATE BUSINESS MAIL AND SECOND CLASS MAGAZINES WILL BE FORWARDED BY THE UMR/CMR TO THE DEPLOYED SERVICE MEMBER WHEN PERMITTED.

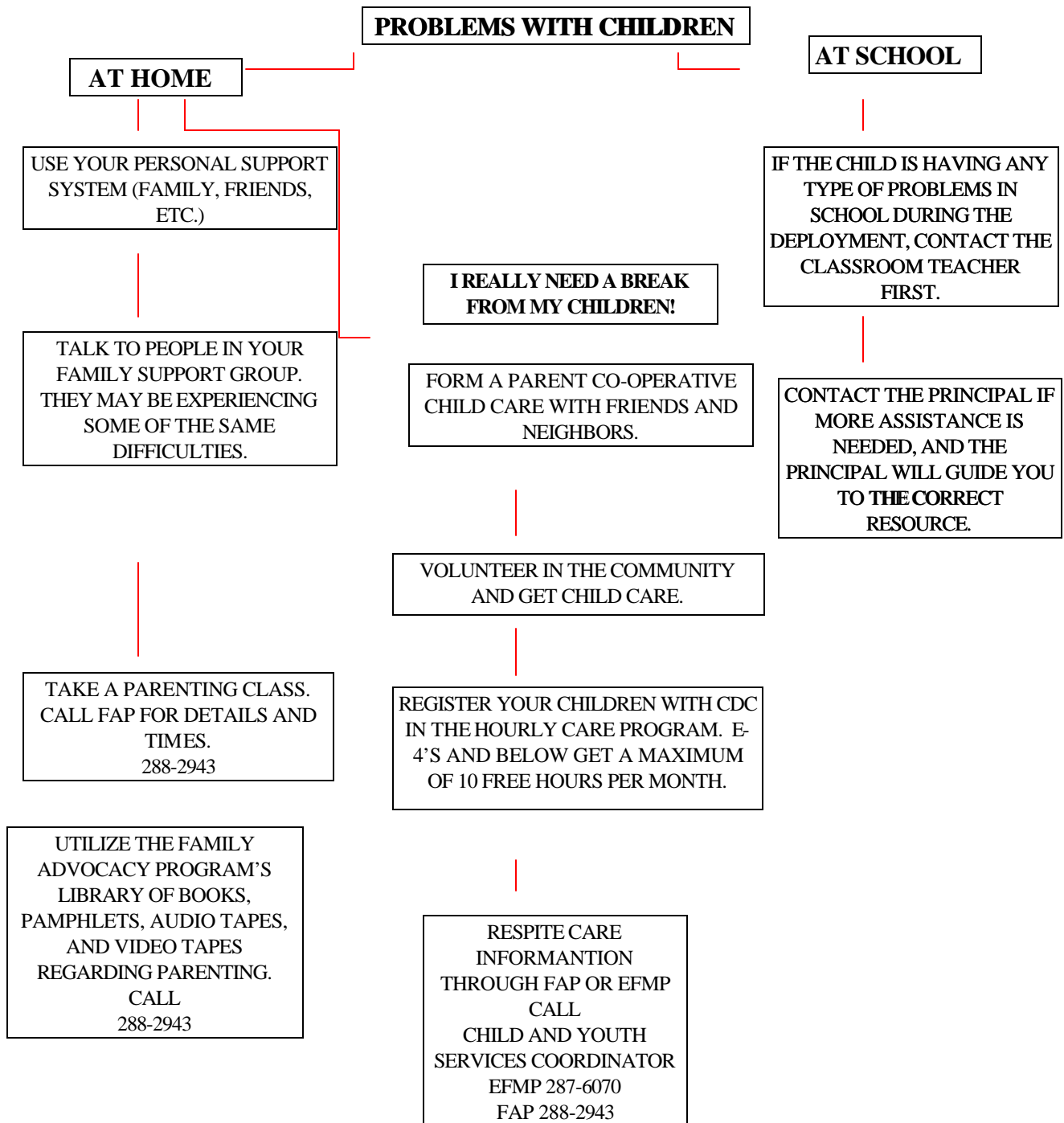
### HOW CAN A SPOUSE GET THE APO OF HIS/HER DEPLOYED SPOUSE?

THE UNIT MAILROOM SHOULD CALL THE POSTAL OPERATIONS SUPERVISOR AT THEIR SERVICING APO. THE SERVICING APO CAN FIND OUT UNITS AND APO NUMBERS OF UNITS INVOLVED IN CONTINGENCY OPERATIONS.

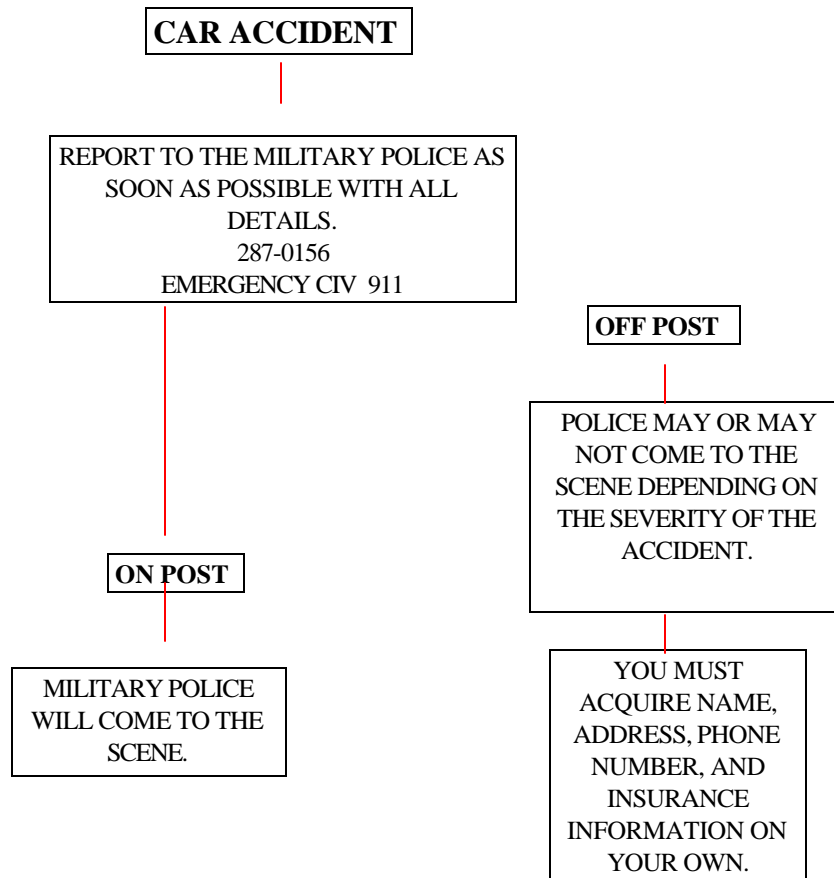
# CHILD ISSUES



# CHILD ISSUES



## AUTO INFORMATION



## TRANSPORTATION PROCEDURES

**SINGLE UNACCOMPANIED SOLDIERS  
HOUSEHOLD GOODS AND UNACCOMPANIED  
BAGGAGE SHIPMENT OR STORAGE  
287-2200**

ONCE A TENANT UNIT HAS BEEN NOTIFIED THAT IT WILL DEPLOY, THE UNIT COMMANDER IS REQUIRED TO APPOINT A SINGLE POC FOR EACH COMPANY SIZE UNIT TO COORDINATE WITH THE SERVICING PERSONAL PROPERTY PROCESSING OFFICE (PPPO) TO ARRANGE SHIPMENT AND/OR STORAGE OF DEPLOYING SINGLE UNACCOMPANIED SOLDIER'S PERSONAL PROPERTY. THE POC SHOULD NORMALLY BE A SENIOR NCO OR COMPANY GRADE OFFICER WHO IS FAMILIAR WITH THE COMMANDER'S PRIORITIES AND WILL REMAIN WITH THE REAR DETACHMENT.

WHENEVER POSSIBLE, SINGLE UNACCOMPANIED SOLDIERS OF EACH COMPANY SIZE UNIT WILL BE COUNSELED, PROCESSED AND PICKED UP AS A SINGLE UNIT.

THE UNIT POC SHOULD IMMEDIATELY CONTACT THE SERVICING PPPO TO ARRANGE FOR A COUNSELING DATE. THE POC WILL PROVIDE THE PPO WITH A LIST OF ALL SINGLE UNACCOMPANIED SOLDIERS DEPLOYING IN HIS/HER COMPANY. THE LIST WILL REFLECT THE UNIT DEPLOYMENT DATE, NAME, RANK, SSN, ESTIMATED WEIGHT IN POUNDS FOR EACH SOLDIER'S PERSONAL PROPERTY TO BE MOVED AND PICKUP ADDRESS (BARRACKS OR OFF POST ADDRESS).

## **CONTACTING A DEPLOYED SPOUSE**

**CONTACT YOUR REAR  
DETACHMENT COMMANDER.  
THE REAR DETACHMENT  
COMMANDER IS THE PRIMARY  
POINT OF CONTACT FOR FAMILY  
MEMBERS WHO HAVE ANY  
QUESTIONS OR NEED  
ASSISTANCE.**

IN EMERGENCY CASES  
CONTACT THE RED CROSS

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